IBM Content Collector for SAP Applications V2.2 helps organizations go beyond SAP archiving with Smart Archive and industry-leading Enterprise Content Management in a unified product for SAP

At a glance

As a successor for IBM® CommonStore for SAP and IBM FileNet® Application Connector for SAP, IBM Content Collector for SAP Applications V2.2 continues to provide advanced archiving capabilities that help SAP users run their businesses more efficiently.

IBM Content Collector for SAP Applications is designed to provide access to a wide range of business information, transfer older information to lower cost storage with optional SAP retention enforcement, and improve system performance.

- Optimizes business processes for better response times and accountability
- Provides instantly available information, even years after the data or content was originally stored
- Incorporates features enabling users to address compliance requirements, including the SAP NetWeaver Information Lifecycle Management (ILM) solution with SAP-directed retention management, for SAP data archived to Tivoli® Storage Manager
- Reduces growth of SAP databases
- Reduces investments for additional hardware
- Reduces pricing with simplicity and a lower entry point

IBM CommonStore for SAP-based IBM Content Collector for SAP Applications enables IBM FileNet Content Manager and Image Services customers to take advantage of the extended SAP archiving capabilities such as metadata exchange (index transfer), while continuing to support these capabilities for IBM Content Manager and Content Manager OnDemand. All four IBM Enterprise Content Management (ECM) repositories are supported by IBM Content Collector for SAP Applications, together with Tivoli Storage Manager (TSM).

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

Reference: YE001
Overview

IBM Content Collector for SAP Applications helps organizations go beyond SAP archiving with Smart Archive and industry-leading Enterprise Content Management (ECM) in a unified product designed to work with SAP to reduce operational costs, reduce risk and increase efficiency of SAP users and processes. IBM Content Collector for SAP Applications provides SAP data and document archiving, SAP content enabling, and complementary SAP process management for SAP environments. IBM Content Collector for SAP Applications supports the widest choice of archive targets on the market, including IBM Content Manager, FileNet Content Manager (P8), Content Manager OnDemand, and FileNet Image Services (via P8 Content Federated Services for Image Services), as well as direct to IBM and non-IBM storage devices via Tivoli Storage Manager (TSM) with built-in hierarchical storage management support.

IBM Content Collector for SAP Applications is the successor for two proven IBM ECM and archiving products, IBM CommonStore for SAP V8.4 and IBM FileNet Application Connector for SAP including the most recent version, IBM FileNet Application Connector for SAP J2EE V2.1. IBM Content Collector for SAP Applications provides substantial benefits for new customers as well as for existing IBM CommonStore for SAP and IBM FileNet Application Connector for SAP customers. Existing customers can gain the benefits of IBM Content Collector for SAP Applications with no migration of existing IBM CommonStore for SAP-archived or IBM FileNet Application Connector for SAP-archived SAP data, documents, or SAP-linked external content.

IBM Content Collector for SAP Applications, along with IBM Content Collector for Email, IBM Content Collector for File Systems and IBM Content Collector for Microsoft® SharePoint is part of IBM's Smart Archive strategy, which is a comprehensive approach that combines IBM software, systems and service capabilities designed to help you extract value and gain new intelligence from information by collecting, organizing, analyzing and leveraging that information. IBM Content Collector for SAP Applications is specially optimized for the unique requirements of SAP environments, and supports both SAP ArchiveLink and SAP NetWeaver Information Lifecycle Management (ILM). IBM Content Collector for SAP Applications is designed to support the SAP certification process.

IBM Content Collector for SAP Applications support for SAP NetWeaver ILM enables SAP-defined, IBM-managed retention and legal holds for archived SAP data when IBM Content Collector for SAP Applications directly connects to a TSM-managed storage device - including specialized non-erasable, non-rewriteable protected storage devices such as IBM Information Archive. This additional support in IBM Content Collector for SAP Applications enables you to take advantage of powerful new capabilities beyond the traditional ArchiveLink standard.

With IBM Content Collector for SAP Applications, you can:

- Manage the growth of SAP application data through periodic archiving to improve and control overall system performance and reduce cost.
- Improve efficiency of SAP business processes and users by content-enabling SAP, that is linking relevant content to SAP.
- Provide a complete SAP archiving and governance solution for documents and data throughout the information lifecycle, leveraging IBM's Information Lifecycle Governance solutions or SAP-complimentary Business Process Management (BPM) and Advanced Case Management (ACM) offerings.
- Leverage the versatile IBM Content Manager or Content Manager OnDemand ECM repositories - or IBM FileNet Content Manager or IBM FileNet Image Services repositories - to use SAP-related content from non-SAP ECM applications, further reducing user costs andspanning formerly siloed information boundaries.
- Establish a scalable and secure back-end archive management repository that offers virtually unlimited growth capabilities, expanding to become an in-place repository for your organization’s ECM deployment.
• Go beyond SAP archiving, linking with IBM Optim solutions for SAP application lifecycle management or non-SAP application archiving, or with IBM Content Collector for Email, IBM Content Collector for File Systems, and IBM Content Collector for Microsoft SharePoint, in a comprehensive Smart Archive approach to archiving and managing enterprise information.
• Retain SAP data and documents based on regulatory and legal requirements.
• Use support for SAP NetWeaver ILM retention for archived SAP data, via IBM Content Collector for SAP Applications’ TSM integration to TSM-supported storage, including protected storage devices such as IBM’s Information Archive.
• Increase end-user productivity with easy retrieval from the archive -- simply and effectively from an SAP GUI interface, even years after the data or content was originally stored.
• Enable IBM FileNet Content Manager and Image Services customers to take advantage of the extended SAP archiving capabilities such as metadata exchange (index transfer), while continuing to support these initially IBM CommonStore for SAP-provided capabilities for IBM Content Manager and Content Manager OnDemand.
• Leverage the "thin footprint" TSM integration to set up a hierarchical storage management (HSM) system for archived SAP content out-of-the-box, expand it if and when your needs require.

Built from standard, industry-leading ECM software used for thousands of end-user applications and proven over 16 years in SAP data and document archiving, SAP content-enabling, and complementary process management, IBM Content Collector for SAP Applications reduces costs, reduces risks, and increases efficiency for SAP customers. In addition, IBM Content Collector for SAP Applications is priced per Authorized User Value Unit (AUVU) with an infrequent user pricing model, providing built-in volume discounts and extremely flexible pricing metrics.

Key prerequisites

Refer to the Hardware requirements and Software requirements sections.

Planned availability date

December 3, 2010: Electronic availability

December 17, 2010: Media availability

Description

Designed to be certified by SAP AG as a complementary software product for all SAP-supported ArchiveLink levels, IBM Content Collector for SAP Applications V2.2 provides data archiving, document archiving, and SAP document enabling. It follows the latest protocols to support all types of SAP transaction data and related content defined in the SAP ArchiveLink specification, and adds all new support for SAP NetWeaver Information Lifecycle Management (ILM) retention management, enabling SAP or user-defined retention periods and legal holds on XML archived SAP transaction data via the SAP Web Distributed Authoring and Versioning (WebDAV) Storage Interface 2.0.

For optimal online performance, SAP has long recommended periodic archiving of old or infrequently accessed data from SAP systems. With SAP ILM, this data archiving capability grows to address compliance requirements. Document archiving improves processes and makes it easier to access original documents of all types, for virtually any SAP module. With IBM Content Collector for SAP Applications, archived data and documents can be accessed directly via an SAP GUI interface.
What's new in IBM Content Collector for SAP Applications V2.2 in comparison to IBM CommonStore for SAP V8.4 and IBM FileNet Application Connector for SAP 2.1 - An introduction

In addition to incorporating IBM CommonStore for SAP V8.4’s support for Tivoli Storage Manager (TSM), IBM Content Manager Enterprise Edition, and IBM Content Manager OnDemand, IBM Content Collector for SAP Applications also provides support for IBM FileNet Content Manager and IBM FileNet Image Services as additional back-end repositories for SAP archiving. Support for IBM FileNet Image Services is provided by leveraging Content Federation Services-Image Services, or CFS-IS to connect via the FileNet Content Manager repository (or P8). This enables FileNet customers to take advantage of the enhanced SAP archiving capabilities of IBM Content Collector for SAP Applications. Similarly, former IBM CommonStore for SAP customers now have access to the FileNet Enterprise Content Management (ECM) repositories.

More specifically, here is the enhanced ECM repository support provided in IBM Content Collector for SAP Applications versus IBM CommonStore for SAP 8.4, followed by a detailed overview of the product and many additional benefits.

Enhanced ECM repository support in IBM Content Collector for SAP Applications

As additional back-end repositories, IBM Content Collector for SAP Applications also integrates with:

1. IBM FileNet Content Manager (P8)
2. IBM FileNet Image Services. For Image Services, IBM Content Collector for SAP Applications leverages CFS-IS - connected via the directly supported FileNet Content Manager repository (or P8).

The availability of these additional repositories enables FileNet customers, including those already using IBM FileNet Application Connector for SAP, to take advantage of the enhanced SAP archiving capabilities of IBM Content Collector for SAP Applications.

IBM Content Collector for SAP Applications overview

IBM Content Collector for SAP Applications is a middleware server between the SAP ArchiveLink interface and the back-end archive management system. IBM Content Collector for SAP Applications itself does not store any data or documents, but instead manages the data and document archive process as it is defined by SAP ArchiveLink protocols. It stores and retrieves the archived content to and from the back-end archive management repositories. The back-end archive management system can be one of the following IBM repositories:

- IBM FileNet Content Manager (as a native repository or a federation server to IBM FileNet Image Services, via CFS-IS)
- IBM Content Manager V8 (also leverages IBM TSM for storage device management)
- IBM Content Manager OnDemand. (leverages TSM for storage device management)
- IBM TSM

Enhanced capabilities in IBM Content Collector for SAP Applications

This long-proven SAP ArchiveLink capability expands substantially via WebDAV protocols to support NetWeaver ILM (BC-ILM 2.0) and ILM retention management from SAP. Addressing one of today’s overarching concerns for both business and government organizations - that of organizational compliance - this enables fixed retention periods and legal holds to be set on IBM Content Collector for SAP Applications-archived SAP transaction data. Whether it is corporate financial records, materials transportation bills, inventory records or hundreds of other types of data recorded or generated by SAP transactions, SAP ILM enables enforcement of specific
SAP-directed retention periods and mandatory legal holds when required. All this is accomplished with the current IBM Content Collector for SAP Applications integration with (only) the TSM repository, direct to any of the storage devices supported by TSM. For compliance mandates requiring storage-enforced retention using protected storage devices, non-rewriteable, non-erasable magnetic disk subsystems are recommended, including such TSM-supported devices as IBM's Information Archive, or IBM nSeries disk with SnapLock software.

With all of these options, IBM Content Collector for SAP Applications exploits virtually all of the benefits that TSM brings for storage management. TSM brings the flexibility to deploy the appropriate device, depending on the lifecycle value of the content. Additionally, it provides support for fast backup and recovery, non-disruptive application protection, and disk-to-disk backup. Its advanced functionalities provide automated, policy-based storage management together with reporting and monitoring to reduce daily management, backup snapshots to reduce cost and complexity, and server sharing and load balancing for self-management. IBM Content Collector for SAP Applications uses TSM and takes advantage of TSM scalability from PC servers through UNIX® and mid-range servers (IBM System i®) to mainframe servers (IBM System z®) - providing heterogeneous platform coverage for 37 different operating environments, and brings the advantage of broad storage device support for more than 600-plus IBM or non-IBM devices.

The basic IBM Content Collector for SAP Applications solution with TSM can be extended by expanding support to any of the main repositories of the IBM ECM portfolio: IBM Content Manager, Content Manager OnDemand, FileNet Content Manager, or FileNet Image Services. In conjunction with any of these repositories, IBM Content Collector for SAP Applications is the ideal solution for the management of both enterprise content and SAP content, particularly where access is desired for non-SAP users. For many customers, this integrated solution has become the basis for an enterprise-wide content management implementation. The IBM Content Collector for SAP Applications archive of inbound or SAP-generated (outbound) SAP documents can be accessed by Internet and intranet users through SAP GUI, ECM clients, or any other integrated application, thus making the system available to any user with the proper authorization.

In addition to providing SAP data archive management, IBM ECM technologies can be expanded to provide a complete content management solution for any document type, web content, images, faxes, rich media across diverse business processes, and application data. This includes email messages and attachments from Lotus® Domino® or Microsoft Exchange Server messaging systems in the IBM Content Collector offering, which extends the modular IBM Content Collector for SAP Applications architecture into even more flexible "source-task-target" connector design for non-SAP content. This results in a lower total cost of ownership, and over time, gains in cost savings, know-how, and corporate operational efficiency.

The companion product, IBM Tivoli Storage Manager for Enterprise Resource Planning (IBM Tivoli Storage Manager for ERP), provides automated data protection, reduces the impact of data backups, and restores on an SAP server, while greatly minimizing an administrator's workload necessary to meet data protection requirements. TSM backed up SAP data after the entire set is restored, while IBM Content Collector for SAP Applications allows immediate access to archived data and documents at a click of a button from the existing user client interface, an SAP GUI. The same infrastructure can be extended for centralized data backup and archive for disaster recovery applications to minimize operational costs and improve availability.

Access to SAP documents from the non-SAP applications (enhanced Index Transfer support) - The Index Transfer, or metadata exchange, capability provides the functionality to transfer additional index information extracted from SAP business objects to related documents archived in an IBM Content Manager, FileNet Content Manager, or Image Services repository. As a result, it is possible to search the content archived from an SAP system from outside of the SAP system, and to schedule and automatically process the index transfer in batches. However, with a large number of documents to be archived, not all those indexes can be transferred in one iteration since they are scheduled on a date basis. Furthermore, the index transfer can be scheduled on a time stamp basis. This allows smaller increments, a
restart of an interrupted transfer, and the scheduling of multiple transfer increments in parallel, achieving better system performance.

**Access to non-SAP documents from an SAP application via SAP DocFinder** - SAP users can search for documents in IBM Content Manager which are not linked to a particular business transaction by leveraging the metadata from Content Manager.

**Creation of SAP workflows with attributes from Archiving Client** - With IBM Content Collector for SAP Applications, the Archiving Client of IBM Content Collector for SAP Applications can create an SAP work item and transfer the index data gained from a scan process along with the document ID of the repository to the SAP work item. Additionally, the index data can be transferred to the back-end repository along with the document.

**Early archiving with attribute transfer from the Utility Client** - Creating a SAP work item as part of the early archiving scenario from the Utility Client of IBM Content Collector for SAP Applications enables users to transfer already existing attributes of the linked document, along with the CreateWorkitem request.

Finally, as is customary, also provided for all IBM Content Collector for SAP Applications customers is the latest in "platform currency", including support for the most recent operating system, database, server platform, web application server, and SAP component versions possible. The product is available in 16 languages.

For more information on IBM Content Collector for SAP Applications, you can visit

http://www.ibm.com/software/data/content-management/content-collector-sap/

**Section 508 of the U.S. Rehabilitation Act**

IBM Content Collector for SAP Applications is capable as of December 17, 2010, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A U.S. Section 508 Voluntary Product Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following Web site


**Product positioning**

It is designed to support all types of data and documents defined in the SAP ArchiveLink specification and the latest SAP ArchiveLink protocols. In addition, it is also designed to support SAP's NetWeaver ILM interface - enabling, among other things, SAP-directed retention periods to be placed on IBM Content Collector for SAP-archived SAP data. IBM Content Collector for SAP Applications itself does not require the use of any relational database; it supports any SAP operational database (DB2 LUW, Informix, Oracle, SQL Server).

**Program number**

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<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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<td>2.2.0</td>
<td>IBM Content Collector for SAP Applications</td>
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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 this product.

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

The exact configuration you need to support your environment with satisfactory response time will vary depending on the size of the objects you are working with and other factors. Individual display response times vary depending on workstation speed, memory, size of objects, and network and server workload. Minimum recommended configurations listed below need to be evaluated and adjusted according to your unique requirements. Disk space recommendations below are for the IBM Content Collector for SAP Applications product installation and working space only. The actual hard disk capacity required varies, depending on your installation. The most current and complete information on hardware and software requirements for IBM Content Collector for SAP Applications, including additional server descriptions, is available in the support section at


For UNIX (IBM AIX® and Sun Solaris)

- 1 GB RAM
- 300 MB hard disk space for installation
- Runtime hard disk space depends on size of files to archive, trace, and log

For Linux®

- 1 GB RAM
- 300 MB hard disk space for installation
- Runtime hard disk space depends on size of files to archive, trace, and log

For Windows®

- PC (1.8 GHz Pentium® processor or equivalent, or higher)
• 1 GB RAM
• 300 MB hard disk space for installation
• Runtime hard disk space depends on size of files to archive, trace, and log

**Software requirements**

For IBM Content Collector for SAP Applications server (64 bit):

• Microsoft Windows Server 2008
• Microsoft Windows Server 2008 R2
• IBM AIX V5.3 and AIX V6.1
• Oracle Sun Solaris 10 (SPARC only)
• SUSE Linux Enterprise Server (SLES) 10 and 11
• Red Hat Enterprise Linux (RHEL) 4.0 and 5.0

Content management servers

For ECM Archiving or ECM content-enabling (for example, anything except using IBM Content Collector for SAP Applications with TSM only), one of the following content management servers is required as an ECM repository:

• IBM Content Manager Enterprise Edition V8.4
• IBM Content Manager OnDemand for Multiplatforms V8.4
• IBM FileNet Content Manager V4.x (as a native repository or a federation server to IBM FileNet Image Services V4.1.2, via Content Federated Services - Image Services (CFS-IS))

To meet the IBM Content Collector ECM repository licensing requirements, a minimum of five Authorized User licenses are required for each specific ECM repository deployed. However, this minimum can be provided by any combination of IBM Content Collector for SAP Applications, IBM Content Collector for Email, IBM Content Collector for File Systems, or IBM Content Collector for Microsoft SharePoint product implementations.

For IBM Content Collector for SAP Applications Client (32 bit):

• Microsoft Windows Vista (Business, Enterprise, and Ultimate Editions)
• Microsoft Windows 7 (Professional, Enterprise, and Ultimate Editions)
• Microsoft Windows XP (Professional, Enterprise, and Ultimate Editions)

Archive client software

• IBM Content Manager Enterprise Edition client V8.4
• IBM Content Manager OnDemand for Multiplatforms V8.5
• IBM Tivoli Storage Manager V5.5
• IBM FileNet Workplace™ V4.x
• IBM FileNet Workplace XT V1.1.4
• IBM WEBi V1.0.4

Archive server software

• IBM Content Manager Enterprise Edition V8.4
• IBM Content Manager for z/OS® V8.4
• IBM Content Manager OnDemand for Multiplatforms V8.4
• IBM Content Manager OnDemand for z/OS V8.4
• IBM FileNet Content Manager V4.x
• IBM FileNet Image Services V4.1.2
IBM Tivoli Storage Manager V5.5

Supported SAP systems

- SAP ECC 5.0

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.

**Companion products**

Companion product requirements - IBM FileNet Process Engine use and restrictions

If you have the right to use the IBM FileNet Limited Process Engine (the "Limited PE Program"), as evidenced on the Proof of Entitlement (PoE), then in addition to such other limitations as apply, you may only use the programs in accordance with the following terms, conditions and restrictions:

- You may use and modify the predetermined workflows and predetermined management tasks provided, and
- You may not design, create, or run any workflow or business process or management tasks other than the predetermined workflows and predetermined management tasks provided unless you purchase an upgrade to the IBM FileNet Process Engine program.

**Planning information**

**Packaging**

IBM Content Collector for SAP Applications media pack containing:

Hardcopy documentation

- IBM Content Collector for SAP Applications Quick Start Guide Multilingual

One DVD, with

- IBM Content Collector for SAP Applications Quick Start Guide Multilingual
- IBM Content Collector for SAP Applications AIX install image including Information Center
- IBM Content Collector for SAP Applications Linux 64-bit install image including Information Center
- IBM Content Collector for SAP Applications Solaris SPARC install image including Information Center
- IBM Content Collector for SAP Applications Windows server install image including Information Center
- IBM Content Collector for SAP Applications Windows client install image including Information Center

**Security, auditability, and control**

IBM Content Collector for SAP Applications uses the security and auditability features of the host software.

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.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software ValueNet®.

For more information about IBM Software ValueNet, visit

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

IBM_SW_ValueNet.html

To locate IBM Business Partners for Software ValueNet in your geography for a specific Software ValueNet portfolio, contact your IBM representative.

Product information

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<th>Licensed function title</th>
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<th>Product category</th>
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<td>IBM Content Collector</td>
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<tr>
<td>IBM Content Collector for SAP Applications Employee</td>
<td>Content</td>
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<td>IBM Content Collector for SAP Applications External</td>
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User Value Units

Authorized User Value Unit (AUVU) license conversion table

<table>
<thead>
<tr>
<th>Cumulative Minimum authorized User Value Units</th>
<th>Maximum authorized User Value Units per level</th>
<th>Max UVUs for each level</th>
<th>Cumulative UVUs at each level</th>
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<tr>
<td>1</td>
<td>20 1.00000</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>2</td>
<td>50 0.83333</td>
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<td>85</td>
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<td>5</td>
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<td>7</td>
<td>2,000 0.47500</td>
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<td>8</td>
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<td>9</td>
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<td>10</td>
<td>10,000,000 0.33333</td>
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Employee User Value Unit (EUVU) license conversion table

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<tr>
<th>Cumulative Minimum employees</th>
<th>Maximum employees</th>
<th>User Value Units per employee</th>
<th>Max UVUs at each employee level</th>
<th>Cumulative UVUs at each employee level</th>
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<td>1,000</td>
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## External User Value Unit (XUVU) license conversion table

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<tr>
<th>Cumulative Ext</th>
<th>Minimum Users</th>
<th>Maximum Users</th>
<th>User Value Ext</th>
<th>Max Units for each Ext per User</th>
<th>Cumulative UVUs at each level</th>
<th>Cumulative disc vol</th>
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<tr>
<td>1</td>
<td>1,000</td>
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<td>1.00000</td>
<td>10,000</td>
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<td>10.0%</td>
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<td>3</td>
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<td>0.60000</td>
<td>30,000</td>
<td>75,000</td>
<td>25.0%</td>
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<td>50.0%</td>
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### Charge metrics definitions

#### User Value Unit (UVU)

UVU is the metric by which this program is licensed. UVU entitlements are based on the number of users for the given program. A Proof of Entitlement (PoE) must be obtained for the appropriate number of UVUs required for your environment as defined by the specific program terms. The UVU entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with UVU entitlements of another software program. UVU licensing offers price benefits for customers by enabling a lower cost of incremental growth of resources. To understand these benefits of UVU licensing, and to determine how many UVUs to obtain for the program, contact your IBM representative.

A Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurement is a processor core. However, for select programs, there are other designated measurements such as users or resources which may include servers, client devices, and messages. The number of Value Unit entitlements required for a program depends on how the program is deployed in your environment and must be obtained from a value unit table. You must obtain a PoE for the calculated number of Value Unit entitlements for your implementation. The Value Unit entitlements are specific to a program and may not be exchanged, interchanged, or aggregated with Value Unit entitlements of another program. To determine the number of UVU license entitlements required, refer to the UVU license conversion table contained in the Announcement Letter that corresponds to your licensed program and which can be found at


At all times, the number of users accessing the program or any component of the program in any manner, directly or indirectly (for instance, via a multiplexing program, device, or application server) or through any other means must not exceed your entitlement to use the program, as indicated on the applicable PoEs.

#### Authorized (AUVU):

For selectively licensing internal users within your organization. The number of AUVUs you require is based on the number of authorized users within your organization that may access the program or whose...
user content may be analyzed using the program in any manner as set forth in the AUVU license conversion table.

An **infrequent user** means an Authorized User who accesses the program no more than 120 times a year. Access is defined as any interaction between the Authorized User and the program, or any action performed on behalf of the Authorized User by the program, lasting no more than 15 consecutive minutes.

**External (XUVU):** For licensing users who are external to your organization whose user content is analyzed using the program. The number of XUVUs you require is based on the number of external users whose user content may be analyzed using the program in any manner as set forth in the XUVU license conversion table.

**Employee (EUVU):** For collectively licensing all of your internal users. The number of EUVUs you require will be based on the number of employees in your enterprise as set forth in the EUVU license conversion table.

**Enterprise:** An enterprise includes any legal entity that, by more than 50%, owns, is owned by, or is under common ownership with the licensee. The licensee is the legal entity that is authorized to execute and administer this agreement on behalf of an enterprise. The licensee need not be a 'company' and may be the entire enterprise.

**Passport Advantage program licenses**

**IBM Content Collector for SAP Applications**

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<thead>
<tr>
<th>Part description</th>
<th>Part number</th>
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**IBM Content Collector for SAP Applications**

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### Passport Advantage supply

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### 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.

#### ICC for SAP Applications V2.2.0

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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 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.

#### License Information form number

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

http://www.ibm.com/software/sla/slab.nsf

### Limited warranty applies

Yes
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.

International Passport Agreement

Volume orders (IVO)
No

Passport Advantage applies
Yes, and through the Passport Advantage website at
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Other terms

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Not applicable.

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**Corrections**

(Corrected on December 22, 2010)
Updates made to the Product positioning, Hardware requirements, and Software requirements sections.