



IBM InfoSphere BigInsights V3.0 delivers an advanced Big SQL component and integration with Apache Solr search engine

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At a glance

IBM® InfoSphere® BigInsights™ Enterprise Edition V3.0 is an analytics platform, based on open source Hadoop, that enables analysis of a wide variety of data using the most familiar tools at large-scale volumes.

- BigInsights V3.0 brings an advanced version of Big SQL, which is an SQL interface for accessing data on Hadoop.
- In this latest version of BigInsights, Big SQL brings full function SQL 2011 capability with security features and excellent performance to analyze any form of data stored in Hadoop.
- Big SQL supports federation to multiple sources of data and integrates with BigSheets, providing the most familiar way to visualize and analyze data without requiring new programming.
- BigInsights V3.0 also brings an upgraded version of the Solr/Lucene binary to provide the flexibility of using the open source Apache platform to search data residing on Hadoop.

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

Overview

IBM InfoSphere BigInsights Enterprise Edition V3.0 continues to deliver enterprise Hadoop capabilities with easy-to-use administration and management capabilities, rich developer tools, and powerful analytic functions.

IBM InfoSphere BigInsights is available in three editions:

- Quick Start Edition
- Standard Edition
- Enterprise Edition

InfoSphere BigInsights Quick Start Edition

This is a no-charge, nonproduction downloadable version that contains the features of Enterprise Edition with the exception of not providing high availability, General Parallel File System (GPFS™), software bundles, and accelerators. Tutorials and videos are available for education.

InfoSphere BigInsights Standard Edition

This lower priced edition is designed for organizations that are looking to get started with the core Hadoop components. It comes with Big SQL and BigSheets, two key features that sets BigInsights Standard Edition apart from other current Hadoop distributions, along with development tools, a management console, and cluster management tools.

InfoSphere BigInsights Enterprise Edition

This edition comes with the enterprise features that enable all roles within an organization to collaboratively leverage Hadoop and big data. It delivers all of the InfoSphere BigInsights Standard Edition features plus search and data exploration capabilities. It includes limited use licenses for IBM InfoSphere Streams, IBM Watson™ Explorer, IBM InfoSphere Data Click, and IBM Cognos® bundles, the enterprise grade General Parallel File System File Placement Optimizer (GPFS-FPO) file system option, Adaptive MapReduce, and deep text analytics capabilities that enable the extraction of insights and knowledge from unstructured text stored in Hadoop. This proven technology can then be leveraged by the included Machine Data Analytics and Social Data Analytics capabilities of the BigInsights Enterprise Edition.

New capabilities in IBM InfoSphere BigInsights V3.0

Big SQL brings full function SQL capability, accompanied by security features and excellent performance, to data stored in Hadoop, regardless of where it is stored or what form it takes.

Big SQL, first introduced in InfoSphere BigInsights V2.1 as a new SQL interface for InfoSphere BigInsights, allows users to leverage existing SQL skills and immediately apply them in a big data environment. Big SQL provides a complete SQL ecosystem with a SQL engine that links to business analytics, data lifecycle management, and more.

This new version of Big SQL replaces the previous Big SQL Map Reduce infrastructure with a new native distributed parallel engine and provides application transparency and agility by enabling richer SQL standard support. This means users do not have to change their existing queries to run them. Its SQL 2011 language support includes stored procedures, user defined functions, broad data type support, and more.

Big SQL delivers industry-leading SQL processing performance on Hadoop data with a true distributed data processing engine that sits on top of Hadoop. In addition to a powerful SQL query rewrite and optimizer capability, Big SQL includes scale-out parallelism performance to hundreds of nodes. It is also optimized for concurrent user throughput performance in addition to single stream.

Big SQL fosters open integration across business analytics tools, thanks to the industry-leading parsing engine, which allows SQL to run on Hadoop the same way it does for RDBMS. It is optimized for IBM software. In addition, third-party tools can take advantage of the SQL 2011 support in Big SQL.

Big SQL continues to offer enterprise-level security capabilities. You can authenticate users through the operating system, through a Lightweight Directory Access Protocol (LDAP) server, or create custom authentication plug-ins. From there, users can be granted access to the data, even down to a row and column level for fine-grained security (Fine Grain Access Control). Because access control is transparent, the user is not aware of rows and columns they do not have permission to see. For ultimate data access control, Label Based Access Control provides multilevel security for managing classified data, making data access control completely transparent to the user. Additionally, users can define audit policies, track user activities, configure the Transport Layer Security to protect and secure data as it moves through the network.

Big SQL supports federation to many data sources, including but not limited to IBM DB2® for Linux™, UNIX™ and Windows™, IBM PureData™ System for Analytics, IBM PureData System for Operational Analytics, Teradata, and Oracle. This allows users to send distributed requests to multiple data sources within a single SQL statement.

Big SQL integration with BigSheets is the easiest way to visualize, analyze, and transform data without programming, all using a user-friendly spreadsheet interface. Big SQL and BigSheets can share the same data as a spreadsheet and a table at the same time. For example, load data with Big SQL, use BigSheets to analyze the same data with a spreadsheet interface without needing new programming, and use Big SQL to query the results.

Apache Solr/Lucene binary - The Lucene binary is upgraded to version 4.7 and brings Solr into the InfoSphere BigInsights platform. Solr/Lucene is an open source search platform from Apache. You can use Solr/Lucener to index and search data that resides in the InfoSphere BigInsights platform while keeping the indexes in InfoSphere BigInsights.

Key prerequisites

- x86 or IBM POWER 64-bit systems with minimum 24 GB of memory
- Red Hat Enterprise Linux (RHEL) Server 6.3, or later (x86-64)
- Red Hat Enterprise Linux (RHEL) Server 6.3, or later (POWER system)

Planned availability date

June 27, 2014

Description

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

http://www.ibm.com/able/product_accessibility/index.html

Program number

Program number	VRM	Program name
5725-C09	3.00	IBM InfoSphere BigInsights Enterprise Edition

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 Training

Available from IBM training, the newest offerings to support your training needs, enhance your skills, and boost your success with IBM software. IBM offers a

complete portfolio of training options including traditional classroom, private onsite, and eLearning courses. Many of our classroom courses are part of IBM's "Guaranteed to run program" ensuring your course will never be canceled. We have a robust eLearning portfolio including Instructor-Led Online (ILO) courses, Self-Paced Virtual courses (SPVC), and traditional Web-Based Training (WBT) courses. A perfect complement to classroom training, our eLearning portfolio offers something for every need and every budget. You simply select the style that suits you.

Be sure to take advantage of our custom training plans to map your path to acquiring skills. Enjoy further savings when you purchase training at a discount with an IBM Education Pack, online account, flexible and convenient way to pay, track, and manage your education expenses online.

Check your local Information Management Training and Certification website or with your training representative for the most recent training schedule and course listing.

Course Title	Classroom	Instructor-Led Online	Self-Paced Virtual Classroom	Web Based Training
InfoSphere BigInsights				
- Essentials using Apache Hadoop				1w60
- Foundation	DW61	3w61	2w61	1w61
- Analytics for Business Analysts	DW64	3w64	2w64	1w64
- Analytics for Programmers	DW65	3w65	2w65	1w65

For scheduling and enrollment call IBM training at 800-IBM-TEACH (426-8322) or visit

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

IBM Mastery

Mastery tests help to assure an individual has achieved a foundation of knowledge and understanding of a subject matter.

IBM Mastery

Exam number	Exam name
N38	BigInsights Technical Mastery

For additional information about this exam, go to

http://www-03.ibm.com/certify/mastery_tests/ovrN38.shtml

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 hardcopy publications are shipped with this program.

You can access all of the IBM InfoSphere BigInsights V3.0 documentation, including information on the IBM Accelerator for Social Data Analytics and the IBM Accelerator for Machine Data Analytics, in the InfoSphere BigInsights Information Center at

http://www.ibm.com/support/knowledgecenter/SSPT3X_3.0.0/

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 US) 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, free of charge.

Technical information

Specified operating environment

Hardware requirements

- x86 or IBM POWER® 64-bit systems with minimum 24 GB of memory
- Minimum 80 GB of disk storage total
- Minimum of 4 nodes in cluster installation

Software requirements

- Red Hat Enterprise Linux (RHEL) Server 6.0 update 3, 4, and 5 (x86-64)
- SUSE Linux Enterprise Server (SLES) 11 SP2 and SP3 (x86-64)
- Red Hat Enterprise Linux (RHEL) Server 6.0 update 3 or later (POWER system)

Supported browsers

- Mozilla Firefox ESR 24
- Microsoft™ Internet Explorer 9 (on Microsoft Windows only)
- Microsoft Internet Explorer 10 (on Microsoft Windows only)

Supported development environments

- Eclipse 4.2.2
- IBM Data Studio V4.1

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

Packaging

IBM InfoSphere BigInsights Enterprise Edition:

- IBM InfoSphere BigInsights Enterprise Edition Linux (64 bit)
- IBM Accelerator for Machine Data Analytics V1.3 (64 bit)
- IBM Accelerator for Social Data Analytics V1.3 (64 bit)
- IBM Watson Explorer V9.0

- IBM InfoSphere Streams V3.2.1
- IBM Data Studio V4.1
- IBM Cognos Business Intelligence V10.2.1
- IBM InfoSphere Data Click V11.3
- IBM Information Governance Catalog V11.3
- Quick Start Guide for IBM InfoSphere BigInsights Enterprise Edition English

IBM InfoSphere BigInsights Enterprise Edition for Non Production Environment:

- IBM InfoSphere BigInsights Enterprise Edition for Non-Production Environment for Linux (64 bit)
- IBM Accelerator for Machine Data Analytics V1.3 (64 bit)
- IBM Accelerator for Social Data Analytics V1.3 (64 bit)
- IBM Watson Explorer V9.0
- IBM InfoSphere Streams V3.2.1
- IBM Data Studio V4.1
- IBM InfoSphere Data Click V11.3
- IBM Information Governance Catalog V11.3
- IBM Cognos Business Intelligence V10.2.1
- Quick Start Guide for IBM InfoSphere BigInsights Enterprise Edition for Non-Production Environment English

IBM InfoSphere BigInsights Enterprise Edition Developer Starter Kit:

- IBM InfoSphere BigInsights Enterprise Edition Developer Starter Kit for Linux (64 bit)
- IBM Accelerator for Machine Data Analytics V1.3 (64 bit)
- IBM Accelerator for Social Data Analytics V1.3 (64 bit)
- IBM Watson Explorer V9.0
- IBM InfoSphere Streams V3.2.1
- IBM Data Studio V4.1
- IBM InfoSphere Data Click V11.3
- IBM Information Governance Catalog V11.3
- IBM Cognos Business Intelligence V10.2.1
- Quick Start Guide for IBM InfoSphere BigInsights Enterprise Edition Developer Starter Kit English

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Security, auditability, and control

IBM InfoSphere BigInsights uses the security and auditability features of the host hardware or software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

BE AWARE

BigInsights V3.0 ships with JDK 1.6 SR12. Refer to the website below for a Security Bulletin describing security vulnerabilities present in this JDK and how to address them if needed.

<http://www-01.ibm.com/support/docview.wss?uid=swg21671274>

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

<http://www.ibm.com/software/sw-services/>

Ordering information

Product group: BigInsights

Product Identifier Description (PID)
IBM InfoSphere BigInsights (5725-C09)

Product category: InfoSphere BigInsights

Passport Advantage

Program name/Description	Part number
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IBM InfoSphere BigInsights Enterprise Edition per Virtual Server

IS BigInsights Entpr Ed VS Lic + SW S&S 12 Mo	D13E7LL
IS BigInsights Entpr Ed VS Annual SW S&S Rnw1	E0J66LL
IS BigInsights Entpr Ed VS SW S&S Reinstate 12 Mo	D13E8LL

IBM InfoSphere BigInsights Enterprise Edition per Virtual Server for System z®

IS BigInsights Entpr Ed VS for Sys Z Lic + SW S&S 12 Mo	D13E9LL
IS BigInsights Entpr Ed VS for Sys Z Annual SW S&S Rnw1	E0J67LL
IS BigInsights Entpr Ed VS for Sys Z SW S&S Reinstate 12 Mo	D13EALL

IBM InfoSphere BigInsights Enterprise Edition NPE per Virtual Server

IS BigInsights Entpr Ed Non Prdctn Env VS Lic + SW S&S 12 Mo	D13EBLL
IS BigInsights Entpr Ed Non Prdctn Env VS Annual SW S&S Rnw1	E0J68LL
IS BigInsights Entpr Ed Non Prdctn Env VS SW S&S Reinstate 12 Mo	D13ECLL

IBM InfoSphere BigInsights Enterprise Edition NPE per Virtual Server for System z

IS BigInsights Entpr Ed NP VS Sys Z Lic + SW S&S 12 Mo	D13EDLL
IS BigInsights Entpr Ed NP VS Sys Z Annual SW S&S Rnw1	E0J69LL
IS BigInsights Entpr Ed NP VS Sys Z SW S&S Reinstate 12 Mo	D13EELL

IBM InfoSphere BigInsights Standard Edition per Virtual Server

IS BigInsights Stnd Ed Virtual Server Lic + SW S&S 12 Mo	D13EFLL
IS BigInsights Stnd Ed Virtual Server Annual SW S&S Rnw1	E0J6ALL
IS BigInsights Stnd Ed Virtual Server SW S&S Reinstate 12 Mo	D13EGLL

IBM InfoSphere BigInsights Standard Edition per Virtual Server for System z

IS BigInsights Stnd Ed Virtual Server for System z Lic +	D13EHLL
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SW S&S 12 Mo	
IS BigInsights Stnd Ed Virtual Server for System z Annual SW S&S Rnw1	E0J6BLL
IS BigInsights Stnd Ed Virtual Server for System z SW S&S Reinststate 12 Mo	D13EILL

IBM InfoSphere BigInsights Standard Edition NPE per Virtual Server

IS BigInsights Stnd Ed Non Prdctn Virtual Server Lic + SW S&S 12 Mo	D13EJLL
IS BigInsights Stnd Ed Non Prdctn Virtual Server Annual SW S&S Rnw1	E0J6CLL
IS BigInsights Stnd Ed Non Prdctn Virtual Server SW S&S Reinststate 12 Mo	D13EKLL

IBM InfoSphere BigInsights Standard Edition NPE per Virtual Server for System z

IS BigInsights Stnd Ed NonPrdctn Virtual Svr Sys z Lic + SW S&S 12 Mo	D13ELLL
IS BigInsights Stnd Ed NonPrdctn Virtual Svr Sys z Annual SW S&S Rnw1	E0J6DLL
IS BigInsights Stnd Ed NonPrdctn Virtual Svr Sys z SW S&S Reinststate 12 Mo	D13EMLL

IBM InfoSphere BigInsights Enterprise Edition

IBM IS BigInsights Entpr Ed Per RVU Annual SW S&S Rnw1	E0HSXLL
IBM IS BigInsights Entpr. Ed. Per RVU S/z ext Annual SW S&S Rnw1	E0HTOLL

IBM InfoSphere BigInsights Enterprise Edition for Non-Production Env

IBM IS BigInsights Entpr Ed NPE Per RVU Annual SW S&S Rnw1	E0HT8LL
IBM IS BigInsights Entpr Ed NPE Per RVU S/z ext Annual SW S&S Rnw1	E0HT9LL

IBM InfoSphere BigInsights Enterprise Edition Developer Starter Kit

IBM IS BigInsights Entpr Ed Dvlpr Str Kit AU Annual SW S&S Rnw1	E0HTVLL
IBM IS BigInsights Entpr Ed Dvlpr Str Kit AU Lic + SW S&S 12 Mo	D104Q11
IBM IS BigInsights Entpr Ed Dvlpr Str Kit AU SW S&S Reinststate 12 Mo	D104RLL
IBM IS BigInsights EE Dvlpr Str Kit Lnx Sys z AU Annual SW S&S Rnw1	E0HTWLL
IBM IS BigInsights EE Dvlpr Str Kit Lnx Sys z AU Lic + SW S&S 12 Mo	D104SLL
IBM IS BigInsights EE Dvlpr Str Kit Lnx Sys z AU SW S&S Reinststate 12 Mo	D104TLL

Passport Advantage trade up

You must have previously acquired a license for the following precursor product to be eligible to acquire an equivalent license of the trade-up product.

Product	Trade-up part number
BigInsights	
IS BigInsights Entpr Ed fr Stnd Ed VS Trdup Lic + SW S&S 12 Mo	D13XGLL
IS BigInsights Entpr Ed NP fr Stnd Ed NP VS Trdup Lic + SW S&S 12 Mo	D13XHLL
IS BigInsights Entpr Ed fr Stnd Ed VS Sys Z Trdup Lic + SW S&S 12 Mo	D13XILL
IS BigInsights Entpr Ed NP fr Std Ed NP VS SysZ Trdup Lic + SW S&S 12 Mo	D13XJLL

Consult your IBM representative if you have any questions.

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.

Entitled maintenance offerings description	Part number
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IBM IS BigInsights Entpr Ed V3.0

IBM InfoSphere BigInsights Enterprise Edition V3.0 English Media Pack	BB1HGEN
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IBM IS BigInsights EE NPE V3.0

IBM InfoSphere BigInsights Enterprise Edition for Non-Production Environment V3.0 English Media Pack	BB1HHEN
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IBM IS BigInsights EE Developer Str Kt V3.0

IBM InfoSphere BigInsights Enterprise Edition Developer Starter Kit V3.0 English Media Pack	BB1HIEN
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IBM IS BigInsights Standard Ed V3.0

IBM InfoSphere BigInsights Standard Edition V3.0 English Media Pack	BB1HJEN
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IBM IS BigInsights Standard Ed NPE V3.0

IBM InfoSphere BigInsights Standard Edition for Non-Production Environment V3.0 English Media Pack	BB1HKEN
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Charge metric

Program name	Part number or PID number	Charge metric
IBM InfoSphere BigInsights Standard Edition	5725-C09	Virtual Server
IBM InfoSphere BigInsights Standard Edition for Non-Production Environment	5725-C09	Virtual Server
IBM InfoSphere BigInsights Enterprise Edition	5725-C09	Virtual server
IBM InfoSphere BigInsights Enterprise Edition for Non-Production Environment	5725-C09	Virtual Server
IBM InfoSphere BigInsights Enterprise Edition Developer Starter Kit	5725-C09	Authorized User

Virtual Server

Virtual Server is a unit of measure by which the Program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. A virtual server is either a virtual computer created by partitioning the resources available to a physical server or an unpartitioned physical server. Licensee must obtain Virtual Server entitlements

for each virtual server made available to the Program, regardless of the number of processor cores in the virtual server or the number of copies of the Program on the virtual server.

Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement (PoEs) are based on the number of units of a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the program specific table. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource. Refer to the program specific RVU table.

Notes :

- Some programs may require licenses for the resources available to **and** the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources 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 resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

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

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IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program 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. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

- L-MLOY-9GN5D9: IBM InfoSphere BigInsights Standard Edition 3.0
- L-MLOY-9GN5J8: IBM InfoSphere BigInsights Standard Edition for Non-Production Environment 3.0
- L-MLOY-9GN5L2 IBM InfoSphere BigInsights Enterprise Edition 3.0
- L-MLOY-9GN5MJ IBM InfoSphere BigInsights Enterprise Edition for Non-Production Environment 3.0
- L-MLOY-9GN5NS: IBM InfoSphere BigInsights Enterprise Edition Developer Starter Kit 3.0

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).

Money-back guarantee

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 (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Other terms**Volume orders (IVO)**

Yes. Contact your IBM representative.

IBM International Passport Advantage Agreement**Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

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While your Software Subscription and Support 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, only 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

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System i® Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

Prices

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>

For current prices, visit

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

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available at

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

Order now

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To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
For IBM representative: callserv@ca.ibm.com
For IBM Business Partner: pwcs@us.ibm.com
Mail: IBM Teleweb Customer Support
ibm.com® Sales Execution Center, Americas North
3500 Steeles Ave. East, Tower 3/4
Markham, Ontario
Canada
L3R 2Z1

Reference: YE001

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Note: Shipments will begin after the planned availability date.

IBM Software Value Plus

These products are available under IBM Software Value Plus, either directly from IBM or through authorized Business Partners who invest in skills and high-value solutions. IBM customers may benefit from the industry-specific or horizontal solutions, skills, and expertise provided by these Business Partners.

Additions to Software Value Plus will be communicated through standard product announcements. For a current list of IBM software available under Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio_criteria

For questions regarding Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio_contacts

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