IBM Security AppScan Standard V8.6 web security application assessment scanner finds more vulnerabilities with enhanced accuracy and ease of use

At a glance

IBM® Security AppScan® Standard V8.6 delivers:

- Next generation Dynamic Application Security Testing (DAST) scanning engine re-architected to use a single technology platform (.NET) that fits all DAST products. The JavaScript Security Analyzer (JSA) extension is built into the DAST scanning engine.
- New Cross-Site Scripting (XSS) detection module, XSS Analyzer, with a "learning system" that tailors a unique, custom XSS payload, from a knowledge base of millions of potential payloads, and speeds scan results.
- Redesigned Security Reporting, in an easy-to-read format including more actionable results.
- Application Data view that is now the default view during the Explore stage. It is updated live as IBM Security AppScan explores the site, and data in all three panes can be clicked on and viewed.
- New Result list toolbar and new Pages view that provides a list of web components as well as links pointing to and from the page. You get a more efficient assignment of parameters.
- Glass box agent that now adjusts IBM Security AppScan's Environmental Definition configuration automatically.
- The scan log that is now saved as part of the scan. When a saved scan is loaded, the existing scan log loads and data is added to it as scanning continues.
- Two utilities, Traffic Viewer and a Fiddler add-on, that are now included in IBM Security AppScan for support purposes.

Overview

IBM Security AppScan Standard V8.6 is a industry-leading desktop solution that is designed for security teams to perform Dynamic Application Security Testing (DAST) of web applications and web services for all relevant Web Application Security Consortium Threat Classification version 2 (WASC TCv2) threat classes, such as SQL-Injection, Cross-Site Scripting, and Buffer Overflows. With IBM Security AppScan Standard, you can:

- Scan complex web applications including those that utilize Adobe™ Flash, JavaScript, AJAX, and SOAP web services
- Leverage Interactive Application Security Testing (IAST) or glass box testing to expand web application coverage and provide the line of code matching the proof of exploit with the precise code
• Discover malware and undesirable links embedded in websites with fully integrated malware testing
• Apply static taint analysis with JavaScript Security Analyzer to identify client-side security issues, such as Document Object Model (DOM)-based cross site scripting, Code Injection, Open Redirect, Cross-Site Request Forgery (CSRF) Bypass, Dual Session, Port Manipulation, and Protocol Manipulation
• Simplify remediation by identifying vulnerabilities and generating detailed results through comprehensive scanning coverage
• Address regulatory requirements such as Payment Card Industry (PCI), Gramm-Leach-Bliley Act (GLBA), and Health Insurance Portability and Accountability Act (HIPAA) using more than 40 available compliance reports
• Address key compliance standards such as PCI Data Security Standard

Key prerequisites

For details, refer to the Hardware requirements and the Software requirements sections.

Planned availability date

• August 24, 2012: Electronic delivery
• September 14, 2012: Media delivery

Refer to the complete letter for national language availability.

Description

The most efficient way to stay ahead of application security vulnerabilities is to build software securely, from the ground up. The challenge is that the majority of developers are not security experts, and secure coding is historically not identified as a priority. As a result, web-based and non-web-based applications alike continue to be deployed with vulnerabilities ready for exploitation, putting sensitive data at risk of a breach.

The onerous task of vulnerability identification and remediation cannot be successfully addressed by limited IT security resources. The best way to engage development in the process of application security is to provide tools that fit into the existing environment and workflow, and that generate results in an understandable language. The IBM Security AppScan portfolio provides a number of offerings that enable application security testing across the full application lifecycle.

IBM Security AppScan Portfolio:

• IBM Security AppScan Standard delivers a desktop solution for automating web application security testing. The solution is used by penetration testers and security auditors, as well as quality assurance and development.
• IBM Security AppScan Enterprise is a web-based, multiuser solution that provides centralized application security scanning, data consolidation and reporting, remediation capabilities, executive dashboards, compliance reporting, and seamless integration with AppScan Standard.
• IBM Security AppScan Source provides static analysis of source code during the early stages of the application lifecycle to identify security vulnerabilities. IBM Security AppScan Source addresses mobile application security by providing the ability to test native Android mobile applications and can be integrated into a development team’s continuous integration practices with build automation and provides remediation assistance along with the line of vulnerable code.
What is new

IBM Security AppScan Standard delivers:

- Next generation Dynamic Application Security Testing (DAST) scanning engine
  - Re-architected to use a single technology platform (.NET) that fits all DAST products. AppScan Standard and Enterprise scan results are now better aligned.
  - New Cross-Site Scripting (XSS) detection module, XSS analyzer, with a "learning system" that tailors a unique, custom XSS payload from a knowledge base of millions of potential payloads, rather than relying on a database of predefined tests.
  - The JavaScript Security Analyzer extension (JSA) is built into the DAST scanning engine.
- Security Report
  - Completely redesigned, attractive, and easy-to-read format.
  - More actionable results.
- Application Data view
  - Application Data is now the default view during the Explore stage. It is updated live as AppScan explores the site, and data in all three panes can be clicked on and viewed during the Explore stage.
  - New Result list toolbar with buttons for the various views.
  - New Pages view lists actual viewable pages. For each page, a list of web components (such as cascading style sheets (CSS), JavaScript files and snippets, Frames, and iFrames) is shown, as well as links pointing to and from the page.

Note: One web page may consist of numerous components, including many Explored URLs.

  - More efficient assignment of parameters, resulting in a more concise Parameters list.
  - Columns now show Tracked and Test Exclude status for Parameters and Cookies in the Result list.
- Security and accuracy
  - New Cross-Site Scripting (XSS) detection module, XSS Analyzer, with a "learning system" that tailors a unique, custom XSS payload from a knowledge base of millions of potential payloads, rather than relying on a database of predefined tests.
  - Glass box server agent now adjusts IBM Security AppScan's Environmental Definition configuration automatically (operating system and application server name).
- Configuration improvements
  - Various usability improvements to the parameters and cookies view, to aid in an easier and swifter configuration.
- Manual tests
  - Manual tests can now be assigned names by the user.
- Scan log
  - The scan log is now saved as part of the scan. When a saved scan is loaded, the existing scan log loads too, and data is added to it as scanning continues.
- Utilities
  - Dialog box fields that allow or require a regular expression now have a button on the right hand side that opens the Expression Test PowerTool, so you can verify the input.
  - Two utilities, Traffic Viewer and a Fiddler add-on, are now included in IBM Security AppScan for support purposes.
- Accessibility
  - Improved accessibility support.
Accessibility by people with disabilities

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


Product positioning

IBM Security AppScan helps development, quality assurance, and security teams evaluate, understand, prioritize, and resolve security issues. IBM Security AppScan is designed to significantly reduce the business risks related to web application vulnerabilities that can be exploited by hackers to attack a site.

Availability of national languages

IBM Security AppScan products in this announcement are enabled to support all language environments and are translated into the following languages on the dates shown below:

<table>
<thead>
<tr>
<th>Language</th>
<th>Electronic availability date</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>August 24, 2012</td>
</tr>
<tr>
<td>Chinese (Simplified Han)</td>
<td>August 24, 2012</td>
</tr>
<tr>
<td>Chinese (Traditional Han)</td>
<td>August 24, 2012</td>
</tr>
<tr>
<td>Korean</td>
<td>August 24, 2012</td>
</tr>
<tr>
<td>French</td>
<td>August 24, 2012</td>
</tr>
<tr>
<td>German</td>
<td>August 24, 2012</td>
</tr>
<tr>
<td>Italian</td>
<td>August 24, 2012</td>
</tr>
<tr>
<td>Spanish</td>
<td>August 24, 2012</td>
</tr>
</tbody>
</table>

Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
</tr>
</thead>
<tbody>
<tr>
<td>5724-T59</td>
<td>8.6.0</td>
<td>IBM Security AppScan Standard</td>
</tr>
</tbody>
</table>

Education support

Comprehensive education for IBM products is offered through Worldwide Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit

http://www.ibm.com/training

Offering Information

Product information is available via the Offering Information website
Technical information

Specified operating environment

Hardware requirements

IBM Security AppScan Standard V8.6

- Disk space: Approximately 30 GB of available hard disk space
- Memory: 3 GB of RAM or more recommended
- NIC network driver: 1 NIC 100 Mbps for network communication with configured TCP/IP
- Processor: Core 2 Duo 2 GHz (or equivalent)

Software requirements

For IBM Security AppScan Standard V8.6 software requirements, access


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 (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 (Software Maintenance) can be extended by the purchase of a renewal option, if available.
Packaging

IBM Security AppScan Standard is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- DVDs
- Publications (refer to the Publications section)

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 Security AppScan Standard V8.6 uses the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Licensing metric definitions

Authorized User Single Install

Authorized User Single Install 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. An Install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. The program may be installed on any number of computers or servers, but if the Authorized User has accessed or has access to more than one Install of the program, the Authorized User requires a separate entitlement for each such Install. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the program on each Install 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.

Floating User Single Install

Floating User Single Install is a unit of measure by which the program can be licensed. A Floating User is a person who is accessing the program at any particular point in time. An Install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. The program may be installed on any number of computers or servers, but if the Floating User simultaneously accesses more than one Install of the program, the Floating User requires a separate entitlement for each such Install. Licensee must obtain separate entitlements for each Floating User simultaneously accessing the program on each Install 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.

Ordering information

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

Product group: IBM Security
Product Identifier Description                             (PID)
IBM Security AppScan Standard V8.6                         5724-T59

Product category: IBM Security AppScan

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit


Refer to the Basic license section for trade-up information.

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.

<table>
<thead>
<tr>
<th>Media packs description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Security AppScan Standard V8.6</td>
<td>BT0H3ML</td>
</tr>
</tbody>
</table>

Current licensees

New licensees

Orders for new licenses will be accepted now.

Shipments will begin on the planned availability date.

Basic license

Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date Software Subscription and Support (SW S&S) renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of Software Subscription and Support (also referred to as Software Maintenance). Software Subscription and Support in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Subscription and Support (Software Maintenance) will renew at the common anniversary date for twelve full months of Software Subscription and Support (Software Maintenance).

Refer to the IBM International Passport Advantage Agreement and to the IBM Software Support Handbook for specific terms relating to, and a more complete
description of, technical support provided through Software Subscription and Support (Software Maintenance).

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Authorized User Single Install, Floating User Single Install and Install. To order for Passport Advantage, specify the desired part number and quantity.

<table>
<thead>
<tr>
<th>Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Security AppScan Standard (5724-T59)</td>
<td>E0D71LLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard</td>
<td>DON1KLL</td>
</tr>
<tr>
<td>Per Authorized User Single Install Annual SW S&amp;S Rnw1</td>
<td>DON1LLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard</td>
<td>DON1LLL</td>
</tr>
<tr>
<td>Per Authorized User Single Install Lic + SW S&amp;S 12 Mo</td>
<td>DON1LLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard for System Z</td>
<td>DON1MLL</td>
</tr>
<tr>
<td>Authorized User Single Install License + SW Subscription &amp; Support 12 Months</td>
<td>DON1MLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard for System Z</td>
<td>DON1MLL</td>
</tr>
<tr>
<td>Authorized User Single Install Annual SW Subscription &amp; Support Renewal 12 Months</td>
<td>DON1MLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard</td>
<td>E0D72LLL</td>
</tr>
<tr>
<td>Per Floating User Single Inst Annual SW S&amp;S Rnw1</td>
<td>E046DLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard</td>
<td>D61SYLL</td>
</tr>
<tr>
<td>Per Floating User Single Inst Lic + SW S&amp;S 12 Mo</td>
<td>D61SZLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard</td>
<td>D61SZLL</td>
</tr>
<tr>
<td>Per Floating User Single Inst SW S&amp;S Reinstat12 12</td>
<td>D61SZLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard for System z* Floating User Single Install Annual SW Maintenance Renewal</td>
<td>E046DLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard for System z Floating User Single Install License + SW Maintenance 12 Months</td>
<td>D61T0LL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard for System z Floating User Single Install SW Maintenance Reinstatement 12 Months</td>
<td>D61T1LL</td>
</tr>
<tr>
<td>Fixed Term Licenses IBM Security AppScan Standard Floating User Single Install Initial Fixed Term License + SW Subscription &amp; Support 12 Months</td>
<td>D040CLL</td>
</tr>
<tr>
<td>IBM Security AppScan Standard</td>
<td>E045DLL</td>
</tr>
<tr>
<td>Per Floating User Single Install Subsq FT Lic+S&amp;S 12 IBM Security AppScan Standard for System Z Floating User Single Install Initial Fixed Term License + SW Subscription &amp; Support 12 Months</td>
<td>D0NEKLL</td>
</tr>
<tr>
<td>IBM Security App Scan Standard Authorized User Single Install Initial</td>
<td>DON1PLL</td>
</tr>
<tr>
<td>Fixed Term License + SW Subscription &amp; Support 12 Months IBM Security App Scan Standard Authorized User Single Install Subsequent</td>
<td>E0D73LL</td>
</tr>
<tr>
<td>IBM Security App Scan Standard Authorized User Single Install Subsequent Fixed Term License + SW Subscription &amp; Support 12 Months</td>
<td>DON1QLL</td>
</tr>
<tr>
<td>IBM Security App Scan Standard for System Z Authorized User Single Install Initial Fixed Term License + SW Subscription &amp; Support 12 Months</td>
<td>E0D74LL</td>
</tr>
<tr>
<td>IBM Security App Scan Standard for System Z Authorized User Single Install Subsequent Fixed Term License + SW Subscription &amp; Support 12 Months</td>
<td>E0D74LL</td>
</tr>
</tbody>
</table>

To order a media pack for Passport Advantage, specify the part number in the desired quantity from the following table:
**Description**

<table>
<thead>
<tr>
<th>Description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Security AppScan Standard V8.6</td>
<td>BTOH3ML</td>
</tr>
</tbody>
</table>

**Passport Advantage trade up**

You must have previously acquired licenses for the following precursor products to be eligible to acquire equivalent licenses of the trade-up products.

<table>
<thead>
<tr>
<th>Trade-up product from precursor product description</th>
<th>Trade-up part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Security AppScan Standard</td>
<td>D053YLL</td>
</tr>
<tr>
<td>Floating User Single Install FROM IBM Security AppScan Standard Auth User Single Install</td>
<td>D053XLL</td>
</tr>
<tr>
<td>Trade-up License + SW Subscription &amp; Support 12 Months</td>
<td></td>
</tr>
<tr>
<td>IBM Security AppScan Standard for System Z</td>
<td></td>
</tr>
<tr>
<td>Floating User Single Install FROM IBM Security AppScan Standard Auth User Single Install</td>
<td></td>
</tr>
<tr>
<td>Trade-up License + SW Subscription &amp; Support 12 Months</td>
<td></td>
</tr>
</tbody>
</table>

Consult your IBM representative if you have any questions.

IBM Security AppScan Standard is also available, via web download, from Passport Advantage.

**Subscription and Support**

Subscription and Support must be ordered to receive voice technical support via telephone during normal business hours, and future releases and versions, at no additional charge. The capacity of Subscription and Support (for example, Processor Value Units or terabytes) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program product number and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Support Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products.

When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by you.

**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.

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

**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).

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. 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 form number**

IBM Security AppScan Standard (5724-T59): L-LARS-8SPK84

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


**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


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 Subscription and Support (also referred to as 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 Subscription and Support (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

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)

No

IBM International Passport Advantage Agreement

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Usage restriction

Yes. For information, refer to the License Information document that is available on the IBM Software License Agreement website


Software Subscription and Support applies

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 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 with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

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

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

Software Subscription and Support 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

Variable charges apply

No

Educational allowance available

Education allowance does not apply.

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage.

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.

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.

To learn how Electronic Services can work for you, visit

http://www.ibm.com/support/electronic

**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/emea/channelannouncement

For all local charges, contact your IBM representative.

**Passport Advantage**

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

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

**Announcement countries**

All European, Middle Eastern, and African countries except Iran, Sudan (not the Republic of South Sudan), and Syria.

**Trademarks**

Electronic Service Agent is a trademark of IBM Corporation in the United States, other countries, or both.

IBM, AppScan, Passport Advantage, Express and System z are registered trademarks of IBM Corporation in the United States, other countries, or both.

Adobe is a trademark of Adobe Systems Incorporated in the United States, and/or other countries.

Other company, product, and service names may be trademarks or service marks of others.

**Terms of use**

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Reference to other products in this announcement does not necessarily imply those products are announced, or intend to be announced, in your country. Additional terms of use are located at


For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

http://www.ibm.com/planetwide/