



IBM Connections V5.5 adds new capabilities for online communities and personal productivity

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At a glance

Enhancements provided in IBM Connections™ V5.5 include:

- New capabilities for customizing communities to create rich team sites
- Added flexibility in organizing and viewing files
- New features that can improve personal and project productivity
- Enhancements to the rich text editor for improved content creation

Overview

IBM Connections V5.5 includes capabilities that help with the customization of online communities, making them more engaging and useful for the members. Files can be organized more effectively, making it simpler to locate the information that you need for your projects. Notifications are easier to access and are designed to improve your ability to respond to important business needs as they emerge.

IBM Connections Content Manager is a separately purchased add-on for IBM Connections. This add-on provides a rich social networking and content management experience inside IBM Connections communities. IBM Connections Content Manager V5.5 supports IBM Connections V5.5.

IBM Connections Suite V5.5 has been updated with the above IBM Connections V5.5 and IBM Connections Content Manager V5.5 changes. The IBM Connections Suite is a separately purchased bundle that combines the capabilities of IBM^(R) Sametime^(R) Complete V9.0, IBM Connections V5.5, and IBM Connections Content Manager V5.5. This offering is a powerful combination designed to meet your social business needs. If you are an existing IBM Connections or IBM Sametime Complete customer, you can take advantage of all the capabilities that IBM Connections Suite offers. Trade-up part numbers are available that permit you to leverage your existing investments and purchase a full IBM Connections Suite entitlement at a prorated rate.

IBM Collaboration Accelerator and WebSphere^(R) Portal Server V8.5 IFR3 has been updated with the above IBM Connections V5.5 and IBM Connections Content Manager V5.5 changes. This is a separately purchased bundle that provides in one affordable offering the capabilities that are designed to give you an integrated digital experience. This bundle delivers instant messaging, web conferencing, shared content libraries, and access to social networks from within web applications, providing social and collaboration capabilities when and where teams need it.

Key prerequisites

Supported platforms :

- AIX^(R) 6.1
- AIX 7.1
- LinuxTM RHEL 5 Advanced platform update 10
- Linux SLED Enterprise Desktop 11.0 SP3
- Linux SLED Enterprise Server 11.0 SP3
- Mac OS X Maverick 10.9
- Mac OS X Yosemite 10.10
- Mac OS X El Capitan 10.11
- WindowsTM 7
- Windows 8
- Windows Server 2008
- Windows Server 2012

Mobile:

- Android 2.3 and higher
- iOS 7.1 and higher

For more information about key prerequisites, visit the [Detailed system requirements for IBM Connections](#).

Planned availability date

December 18, 2015: Electronic download.

January 29, 2016: Physical media.

Description

IBM Connections V5.5 is a leading social network platform that streamlines your connections to collaborative networks, providing efficiencies to help you get more work done. IBM Connections V5.5 enables your organization to engage the right people, accelerate innovation, and deliver results.

Communities are more engaging and useful for the members

IBM Connections V5.5 enables community owners to create highly customized user experiences that are matched to the needs of their community. New features added to the community application:

- **Customize the community overview page:** Select a compelling new layout for the overview page. For example, choose a three-column layout with a banner.
- **Customize location of applications:** Change the location of applications to maximize their impact and accessibility. Simply drag applications to their new locations, using the full community width.
- **Make application titles more relevant:** Change the title for an application to reflect that for which the application is being used. For example, change "Wiki" to "Knowledge Center".
- **Organize a community's structure to match topics and subtopics:** Move a community to a subcommunity and vice versa.

- **Expand the types of content presented:** As community owner, put rich content into community overview page, such as announcements, videos, and images using the new Rich Content app.
- **Organize files to improve their accessibility:** Organize community files into a nested folder hierarchy, making them easier to find.
- **Enhanced rich text editor:** Take advantage of new capabilities within the rich text editor, such as Permanent Pen, to more easily review and highlight changes in your content.

These added capabilities help community members focus on important content, and present it in an engaging experience.

Content is easier to locate

New features in the IBM Connections Files application can help individuals store, organize, and locate information more easily.

- **Organize files more effectively:** Personal files can be organized into a nested folder hierarchy.
- **Upload files more easily:** Upload files to IBM Connections Files by dropping them into any browser. To avoid editing conflicts, you can lock a file while you're editing it, and unlock it when the changes are ready to be shared.
- **Sync multiple files to your desktop:** Select multiple files so that you always have the latest copies of files on your desktop from IBM Connections.
- **Drag-n-drop nested folders via the plug-ins:** Use the new desktop plug-ins to batch upload content from your Microsoft™ Windows desktop to IBM Connections. The desktop plug-ins are made available for download on the IBM Collaboration Solutions Catalog at

https://greenhouse.lotus.com/plugins/plugincatalog.nsf/home_full.xsp

- **View a file and its associated social data easily:** With the new viewer, simplify access to file details, comments, sharing, and versions while viewing the file.
- **Edit files on the go:** Use the new IBM Connections Editor stand-alone mobile application to securely edit IBM Connections files from your mobile device. The mobile application can be downloaded from the Apple App store and GooglePlay.

Personal and project productivity is increased

Additional new features help you improve your personal productivity and the productivity of the projects you manage.

- **Access your notifications easily:** See all of your notifications from any location in Connections. When using an HTML5 browser, you can also see notifications show up in the desktop while browser is minimized.
- **Search for content from the page you are on:** Search and find content from anywhere in Connections by taking advantage of the new type-ahead search powered by analytics.
- **Manage projects across multiple contributors:** In an IBM Connections Activity, assign a To-do to multiple people. Select people from the Activity members list.
- **Store larger project files in an Activity:** Upload files as large as 2 GB to an Activity when you use an HTML5 browser such as Firefox, Chrome, or Safari.

Program number

Program number	VRM	Program name
5724-S68	5.5	IBM Connections
5725-G54	5.5	IBM Connections Suite

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the [IBM authorized training - Worldwide](#) website.

Contact your IBM representative for course information.

Offering Information

Product information is available via the [Offering Information](#) website.

Also, visit the [Passport Advantage](#) website.

Publications

No publications are shipped with this program.

The [IBM 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. 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

For more information about hardware requirements, go to the [Detailed system requirements for IBM Connections](#) website.

Software requirements

Supported platforms :

- AIX 6.1
- AIX 7.1
- Linux RHEL 5 Advanced platform update 10
- Linux SLED Enterprise Desktop 11.0 SP3
- Linux SLED Enterprise Server 11.0 SP3
- Mac OS X Maverick 10.9
- Mac OS X Yosemite 10.10
- Mac OS X El Capitan 10.11
- Windows 7
- Windows 8
- Windows Server 2008
- Windows Server 2012

Mobile :

- Android 2.3 and higher
- iOS 7.1 and higher

For more information about software requirements, go to the [Detailed system requirements for IBM Connections](#) website.

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. Such information is provided subject to the following 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, misappropriated, or misused, or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service, or security measure can be completely effective in preventing improper use or access. IBM systems, products, and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement. Read about the [Electronic Support](#) portfolio of tools.

Access the [IBM Support Portal](#).

Access the online [Service Request tool](#).

Planning information

Packaging

This offering is delivered through the Internet. There is no physical media.

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.

Ordering information

This product is only available via Passport Advantage^(R). It is not available as shrinkwrap.

Product Group: IBM Connections

Product: 5724-S68

Product Category: IBM Connections

Passport Advantage

IBM Connections

Part description	Part number
IBM Connections Per Authorized User Annual SW S&S Rnwl	E03VJLL

Part description	Part number
IBM Connections Per Authorized User Lic + SW S&S 12 Mo	D6158LL
IBM Connections Per Authorized User SW S&S Reinstate 12 Mo	D6151LL
IBM Connections V5.5 Multiplatform Multilingual Media Pack	AY019ML

IBM Connections Profiles

Part description	Part number
IBM Connections Profiles Authorized User Annual SW S&S Rnwl	E03VFLL
IBM Connections Profiles Authorized User Lic + SW S&S 12 Mo	D6159LL
IBM Connections Profiles Authorized User SW S&S Reinstate 12 Mo	D615ALL

IBM Connections Extension from WS Portal w/Ltd Entitlement to Connections

Part description	Part number
ConnExt WSPot w/Ltd EntiConn PA Per Authorized User Annual SW S&S Rnwl	E0EICLL
ConnExt WSPot w/Ltd EntiConn PA Per Authorized User Lic + SW S&S 12 Mo	D0T6WLL
ConnExt WSPot w/Ltd EntiConn PA Per Authorized User SW S&S Reinstate 12 Mo	D0T6XLL

IBM Connections Extension from Notes^(R) or Domino^(R) w/Ltd Entitle to Connections

Part description	Part number
ConnExt Fr Conn Lim Enti PA Per Authorized User Annual SW S&S Rnwl	E0DA9LL
ConnExt Fr Conn Lim Enti PA Per Authorized User Lic + SW S&S 12 Mo	D0N7VLL
ConnExt Fr Conn Lim Enti PA Per Authorized User SW S&S Reinstate 12 Mo	D0N7WLL

IBM Connections for Intranet and Extranet Per Processor Value Unit (PVU)

Part description	Part number
IBM Connections for Intranet and Extranet Conn Intranet and Extranet Per Processor Value Unit (PVU) Annual SW S&S Rn	E0E0ZLL
Conn Intranet and Extranet Per Processor Value Unit(PVU) Lic + SW S&S 12	D0QC9LL
Conn Intranet and Extranet Per Processor Value Unit(PVU) SW S&S Reinstate	D0QCALL

IBM Connections Extranet

Part description	Part number
IBM Connections Extranet IBM Connections Per Processor Value Unit (PVU) Annual SW S&S Rnwl	E03VKLL
IBM Connections Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D615JLL
IBM Connections Per Processor Value Unit (PVU) SW S&S Reinstate 12 Mo	D615KLL

IBM Connections Suite

Part description	Part number
IBM Connections Suite Per Authorized User Annual SW S&S Rnwl	E0H98LL
IBM Connections Suite Per Authorized User Lic + SW S&S 12 Mo	D0Z1SLL

Part description	Part number
IBM Connections Suite Per Authorized User SW S&S Reinstate 12 Mo	D0Z1TLL
IBM Connections Suite V5.5 Multiplatform Multilingual Media Pack	AY01BML

Passport Advantage trade-up licenses

IBM Connections Suite

Part description	Part number
IBM Conn Suite AU from IBM Connections AU Trade Up Lic + SW S&S 12 Mo	D12GLLL
IBM Conn Suite AU from IBM Sametime Complete AU Trade Up Lic + SW S&S 12 Mo	D12GMLL
IBM Connections Suite V5.5 Multiplatform Multilingual	AY015ML

IBM Collaboration Accelerator

Part description	Part number
IBM Collaboration Accelerator and WebSphere Portal Server Processor Value Unit (PVU) License + SW Subscription & Support 12 Months	D61QPLL
IBM Collaboration Accelerator and WebSphere Portal Server Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	E045HLL
IBM Collaboration Accelerator and WebSphere Portal Server Processor Value Unit (PVU) SW Subscription & Support Reinstatement 12 Months	D61QQLL
IBM Collaboration Accelerator and WebSphere Portal Server for Multiplatforms V8.5 Media Pack	BS0CSML

IBM Connections Content Manager

Part description	Part number
IBM Conn Content Mgr PA Per Authorized User Annual SW S&S Rnwl	E0H2KLL
IBM Conn Content Mgr PA Per Authorized User Lic + SW S&S 12 Mo	D0YRLLL
IBM Conn Content Mgr PA Per Authorized User SW S&S Reinstate 12 Mo	D0YRMLL
IBM Connections Content Manager 5.5 Multiplatform Multilingual Media Pack	AY01AML

IBM Connections Content Manager Extranet

Part description	Part number
Conn Content Mgr Ext Per Processor Value Unit (PVU) Annual SW S&S Rnwl	E0H2LLL
Conn Content Mgr Ext Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D0YRNLL
Conn Content Mgr Ext Per Processor Value Unit (PVU) SW S&S Reinstate 12 Mo	D0YRPLL

IBM Connections Content Manager for Intranet and Extranet

Part description	Part number
CCM Intranet and Extranet Per Processor Value Unit (PVU) Annual SW S&S Rnwl	E0I3ULL
CCM Intranet and Extranet Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D10RYLL
CCM Intranet and Extranet Per Processor Value Unit(PVU) SW S&S Reinstate	D10RZLL

Charge metric

Program name	PID number	Charge metric
IBM Connections	5724-S68	Per Authorized User
IBM Connections Suite	5725-G54	Per Authorized User

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.

Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU table by processor value, brand, type, and model number at the website below) and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip (socket). A dual-core processor chip, for example, has two processor cores. The PVU table can be found at the [Processor Value Unit \[PVU\] licensing for Distributed Software](#) website.

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage^(R) Sub-Capacity Licensing Terms (refer to the web page below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores¹ in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the [Virtualization Capacity License Counting Rules](#).

¹ An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

Notes:

- Some programs may require licenses for the program **and** what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- Some programs may be licensed on a managed basis only. In that case, the following applies. Instead of the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the program, licensee must obtain PVU entitlements for this program sufficient to cover the environment made available

to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

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.

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).

Agreement for Acquisition of 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 number

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 about known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the [IBM Software Support Handbook](#).

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

Program technical support

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software 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.

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the <http://www.ibm.com/software/passportadvantage> 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^(R). 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](#).

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

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 lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the

secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation about how to configure and use Electronic Service Agent, refer to the [IBM Electronic Support portal](#).

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

Increased uptime: The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either via the Internet (HTTPS or VPN) or modem to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system.

For additional information, refer to [IBM Electronic Service Agent](#) website.

More accurate reporting: Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, you can view system and support information in the My Systems and Premium Search sections of the [Electronic Support](#) website.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information about how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit the [IBM Electronic Support portal](#).

Prices

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Web Ordering System (WOS) or Partner Sales Support Center (PSSC).

An IBM ID and password are required.

WOS

https://www.ibm.com/software/partners/jp/order/wos_i/top/boot.wss

PSSC

https://www.ibm.com/partnerworld/mem/pat/pat_sol_ssc_jp.html

For all local charges, contact your IBM representative.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available at the [Passport Advantage and Passport Advantage Express](#) website.

AP distribution

Country/Region	Announced
AP IOT	
ASEAN *	Yes
India/South Asia **	Yes
Australia	Yes
Hong Kong	Yes
Macao	Yes
New Zealand	Yes
People's Republic of China	Yes
South Korea	Yes
Taiwan	Yes
Japan IOT	
Japan	Yes

* Brunei Darussalam, Cambodia, Indonesia, Lao People's Democratic Republic, Malaysia, Philippines, Singapore, Thailand, Timor-Leste, and Vietnam

** Bangladesh, Bhutan, India, Maldives, Nepal, and Sri Lanka

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[Terms of use](#)

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<http://www.ibm.com/planetwide/jp/>