IBM Lotus Connections Version 1.0.2 delivers business value of social software and supports your diverse IT infrastructure

At a glance

IBM Lotus Connections is social software for business that empowers you to be more innovative and helps you execute more quickly by using dynamic networks of coworkers, partners, and customers. Existing customers around the world and new businesses just starting to deploy social software will appreciate the following new features of Lotus Connections Version 1.0.2:

• Expanded support for more operating systems, more browsers, and more directories, so you can easily deploy and integrate social software across your diverse organization
• Plug-ins for Lotus Notes, Lotus Sametime, Microsoft Office, Microsoft Explorer, and WebSphere Portal, so people can interact with their professional networks from the tools they use every day
• A rich API based on the REST and Atom standards to allow other applications to utilize the profiles, community, bookmarking, blogging, and activity services of Lotus Connections
• A new pilot installation that gets you up and running quickly so users can start expanding their professional networks, sharing ideas, and increasing their productivity right away

For ordering, contact:
Your IBM representative, an IBM Business Partner, or the Americas Call Centers at

800-IBM-CALL Reference: YE001

Overview

IBM Lotus® Connections lets you utilize the collective knowledge of your organization, your partners, and your customers by dynamically building new connections between people, the information they know, and the tasks they are executing. Lotus Connections delivers this capability through the following five integrated components:

• Profiles is the directory and expertise location component that helps you find people across your organization so you can complete tasks faster.
• Communities allows employees with common responsibilities or customers with a common product interest to collaborate and share information.
• Blogs provide a way for subject matter experts to present their ideas and learn from the experience of others.
• Dogear is the social bookmarking component that allows you to quickly find information that has been tagged and prequalified by people in your network.
• The **Activities** component provides a single place to view, manage, and collaborate on all the information (e-mail, IM, files, and so on) related to executing a specific task with your professional network.

With Lotus Connections Version 1.0.2, these components can be deployed using additional operating systems, browsers, and directories. Users can also now access some of these services from plug-ins for Lotus Notes®, Lotus Sametime®, Microsoft® Office, Microsoft Explorer, and WebSphere® Portal, or developers can utilize the APIs to add the power of social software to their applications.

By empowering your people to easily connect to employees, partners, and customers, Lotus Connections helps you realize following professional and business benefits:

• Tasks can be executed faster because you have quick access to information from an expanded professional network.
• Decisions can be made with confidence knowing they were vetted by experts across the organization and reflect past experience.
• Customer communities can increase revenue through stronger relationships and faster validation of new products and services.

**Key prerequisites**

Refer to the Hardware requirements and Software requirements sections for details.

**Planned availability dates**

• November 16, 2007: Electronic software delivery
• December 14, 2007: Media and documentation

**Description**

Lotus Connections is social software that lets you utilize the collective knowledge of your organization by dynamically building new connections between people, the information they know, and the activities they are executing.

Existing customers around the world and new businesses just starting to deploy social software will appreciate the following new features of Lotus Connections Version 1.0.2:

• Expanded support for more operating systems, more browsers, and more directories, so you can easily deploy and integrate social software across your diverse organization
• Plug-ins for Lotus Notes, Lotus Sametime, Microsoft Office, Microsoft Explorer, and WebSphere Portal, so people can interact with their professional networks from the tools they use every day
• A rich API based on the REST and Atom standards, which will allow other applications to utilize the profiles, community, bookmarking, blogging, and activity services of Lotus Connections
• A new pilot installation that gets you up and running quickly so users can start expanding their professional networks, sharing ideas, and increasing their productivity right away

Lotus Connections includes five integrated components that are accessed via a browser or through e-mail, instant messaging, and portal software that you may already be using today.

**Profiles**

• Search for people across your organization by name, phone number, location, or job title and view business card information.
• Find people based on their expertise by searching keywords in their profiles that reflect their knowledge and responsibility.
• Send a person an instant message by clicking on their contact information.
• From a person's profile, link to the bookmarks they have shared, the communities they have
  joined, the blog postings they have made, and the activities you have in common.
• If used internally, view and navigate the reporting structure of your organization.
• Populate Profile information from back-end systems using Tivoli® Directory Integrator.

Communities
• Create, find, and join communities of people that share a common responsibility or expertise.
• View community members and share relevant bookmarks with the community.
• Subscribe to updates in a community from feedreaders.
• Use tags to assign descriptive keywords to your community so it is easy to find.
• Browse for communities by categories such as Recent, Popular, and Alphabetical.

Blogs
• Create a Web blog where you or a group can post information for other people to read.
• Create blogs from a template and switch to a different template later.
• Allow moderated or unmoderated comments on your entries in your blog.
• Enable SPAM prevention using lists of restricted words or phrases.

Dogear
• Save a bookmark, as either private or shared, from your browser to a server so it can be
  accessed by you or others later.
• Filter your list of bookmarks by tags or keywords so you can find them faster.
• View all bookmarks that have been shared by others and filter them by tags, most recent, and
  popularity.
• Search bookmarks by keywords or descriptive text.
• Subscribe to an expert's bookmarks so you can learn from them or to a tag so you can keep
  up to date on a topic.

Activities
• Use the Activity dashboard to view and prioritize all your individual and team activities.
• Filter and view your activities by keyword, priority, and status.
• Start a new activity and set goals, due date, and tags for it.
• Add relevant activity entries, including messages, e-mails, tasks, files, instant messages, and
  Web links to an activity.
• Organize activities according to how you work, adding activity entries as they happen, or
  providing comments to existing entries.
• Invite others to participate to an activity so they can view the information and add entries to
  get the task done quickly.
• Notify another user when an item has been added to a task.
• For repeating activities, create a template that can contain entries, todos, tags, and members.

In addition to the five components, Lotus Connections has the following common features that
make it easy to use and increase the overall value.
• Users can tag information (blog entries, profiles, communities, bookmarks, and so forth) in
  Lotus Connections. A tag is a word you choose to describe and categorize an item so it can
  be easily retrieved later.
• Tag clouds can be used to filter information shown on a Lotus Connections page so you can
  focus on your activity.
Updates to communities, activities, Dogear, and blogs are provided through Atom feeds so you can view new information in your feedreader.

Components can be accessed through browser interfaces or through existing applications such as IBM Lotus Notes, IBM Lotus Sametime, and IBM WebSphere Portal.

Lotus Connections runs on WebSphere Application Server 6.1, which provides scalability and security needed to run critical business applications.

Lotus Connections is available in two licensing models. For internal use by employees and contractors, Lotus Connections can be purchased on a per authorized user basis. For external use by an organization's customers and partners, Lotus Connections can be purchased using a processor Value Unit model. For more details, refer to the license agreement.

IPLA and Subscription and Support considerations

IPLA licenses can be transferred from one machine to another within, but not limited to, an enterprise. You may aggregate the capacity for all the processors the product is operated on to achieve a more economic price. This will result in a single Proof of Entitlement (PoE). It is your responsibility to manage the distribution of Value Units within the limits of the entitlement of the product license.

Subscription and Support must cover the same capacity as the product license entitlement. Subscription and Support will be available in the country in which the agreement is made.

Product positioning

IBM Lotus Connections, a social software offering, complements the other collaboration and composite application offerings from IBM. For example, Lotus Quickr and Lotus Connections can be used together to address a company's collaboration requirements that span from formal, role-based team workspaces to informal community-driven social networks.

Reference information


Availability of national languages

<table>
<thead>
<tr>
<th>Product description</th>
<th>Language</th>
<th>GA date</th>
</tr>
</thead>
</table>

Trademarks

Lotus, Lotus Notes, Sametime, WebSphere, and Tivoli are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Microsoft is a registered trademark of Microsoft Corporation.

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

Education support

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


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

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

http://www.lotus.com/education

Offering Information

Product information is available via the Offering Information Web site

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

Also, visit the Passport Advantage® Web site

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

Publications

No publications are shipped with this product.

IBM Publications Center

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

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

Technical information

Specified operating environment

Hardware requirements: IBM Lotus Connections requires the following minimum hardware for Intel® based configurations:

- IBM-compatible x86-32 processor
- 4 GB RAM
- 4 GB hard drive space

IBM Lotus Connections requires the following minimum hardware for AIX®/pSeries® configurations:

- POWER5
- 4 GB RAM
- 4 GB hard drive space

Software requirements: Server side operating system

- Red Hat Enterprise Linux™ Enterprise Server (ES) V4.0 on x86-32 (Nahant Update 4)
• Microsoft® Windows® 2003 Server — Standard
• Microsoft Windows 2003 Server — Enterprise
• SUSE Linux Enterprise Server 10 on Intel
• IBM AIX 5.3.0.4 64-bit OS

**Client side operating system**
• Microsoft Windows XP Pro Service Pack 2
• SUSE Linux Enterprise Desktop (SLED) 10 XGL
• Microsoft Windows Vista® Ultimate
• Macintosh OS X 10.4.8

**Web browser support**
• Microsoft Internet Explorer 6.0, 7.0 on Microsoft Windows XP Pro
• Mozilla Firefox 2.0 (Microsoft Windows and Linux and MAC OS X 10.4.8)
• Microsoft Internet Explorer 7.0 on Microsoft Windows Vista Ultimate

**Application server**
• IBM WebSphere® Application Server V6.1.0.3

**HTTP server**
• IBM HTTP Server from WebSphere Application Server V6.1.0.3 (IHS)

**LDAP directory**
• IBM Tivoli® Directory Server (ITDS) 6.0.0.3
• Microsoft Active Directory 2003 Service Pack 2
• IBM Lotus Domino® LDAP Server 7.0.2
• IBM Lotus Domino LDAP Server 8.0
• Sun Java™ System Directory Server 5.2
  – Formerly Sun ONE Directory 5 (iPlanet 5.2)

**Database**
• IBM DB2® V9.1 Fix Pack 2
• Oracle 10g 10.2.0.3
• Microsoft SQL Server 2005 Enterprise

**Feedreader**
• Must support ATOM Protocol

**Security**
• Tivoli Access Manager 6.0

**For Profiles only**
• IBM Tivoli Directory Integrator V6.1.0.1 (6.1 with fixpack 1)

---

1 Bundled with IBM Lotus Connections with a restricted license for use with IBM Lotus Connections only
Planning information

Software Maintenance is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the 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 Maintenance with each program license acquired. The initial period of Software Maintenance can be extended by the purchase of a renewal option, if available.

Packaging: This product is available through IBM Passport Advantage in a Passport Advantage media pack or via electronic download. Publications are not shipped with the product.

The LI form number for IBM Lotus Connections is L-DCOR-77ZMJ2.

Security, auditability, and control

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

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 unmatched portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support any critical business need.

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

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

To locate an IBM Business Partner, visit

http://www.ibm.com/software/solutions/isv

Ordering information

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

Product information

<table>
<thead>
<tr>
<th>Licensed function title</th>
<th>Product group</th>
<th>Product category</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Lotus Connections</td>
<td>IBM Lotus Connections</td>
<td>IBM Lotus Connections</td>
</tr>
<tr>
<td>IBM Lotus Connections Activities</td>
<td>IBM Lotus Connections</td>
<td>IBM Lotus Connections</td>
</tr>
<tr>
<td>IBM Lotus Connections Profiles</td>
<td>IBM Lotus Connections</td>
<td>IBM Lotus Connections</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program name</th>
<th>PID number</th>
<th>Charge unit description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Lotus Connections</td>
<td>5724-568</td>
<td>SubCapacity Processor Val ue Unit (PVU)</td>
</tr>
<tr>
<td>IBM Lotus Connections</td>
<td>5724-568</td>
<td>Processor Val ue Unit (PVU)</td>
</tr>
<tr>
<td>IBM Lotus Connections</td>
<td>5724-568</td>
<td>Authorized Users</td>
</tr>
<tr>
<td>IBM Lotus Connections Activities</td>
<td>5724-568</td>
<td>Authorized Users</td>
</tr>
</tbody>
</table>
**Value Unit**

A Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurement is a processor core. However, for select programs, there are other designated measurements such as users, client devices, and messages. The number of Value Unit entitlements required for a program depends on how the program is deployed in your environment and must be obtained from a Value Unit table. You must obtain a PoE for the calculated number of Value Unit entitlements for your implementation. The Value Unit entitlements are specific to a program and may not be exchanged, interchanged, or aggregated with Value Unit entitlements of another program.

**Processor (Value Unit)**

A processor core is a functional unit within a computing device that interprets and executes instructions. A processor core consists of at least an instruction control unit and one or more arithmetic or logic unit. With multicore technology, each core is considered a processor. Not all processor cores require the same number of Value Unit entitlements. To calculate the number of Value Unit entitlements required, refer to the Value Unit table on the following Web site:


With full capacity licensing, a PoE must be acquired for the appropriate number of Value Units based on all activated processor cores available for use on the server.

**Sub-capacity processor (Value Unit)**

For programs eligible for sub-capacity licensing, a PoE must be acquired for the appropriate number of Value Units based on all activated processor cores available for use in each partition (utilizing eligible partitioning technologies) where the program runs. Refer to the International Passport Advantage Agreement Attachment for sub-capacity terms or the program's license information to determine applicable sub-capacity terms.

**Authorized user**

An authorized user is one and only one individual (named or unnamed) within or outside your enterprise. A PoE must be obtained for each individual user accessing the program in any manner. A program licensed under an authorized user PoE may be installed on a single computer or server, and accessed by multiple users, provided that a PoE has been obtained for each individual user accessing the program either directly or indirectly (via a multiplexing program, device, or application server) through any means on behalf of the user.

**IBM Lotus Advantage program licenses**

### IBM Lotus Connections Profiles

<table>
<thead>
<tr>
<th>Part description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotus Connections Authorized Users License and SW Maintenance 12 Months</td>
<td>D6158LL</td>
</tr>
<tr>
<td>Lotus Connections Authorized Users License and SW Maintenance 12 Months</td>
<td>D6159LL</td>
</tr>
<tr>
<td>Lotus Connections Authorized Users SW Maintenance Annual Renewal</td>
<td>E03VFLL</td>
</tr>
<tr>
<td>Lotus Connections Authorized Users SW Maintenance Annual Renewal</td>
<td>D615ALL</td>
</tr>
</tbody>
</table>

### IBM Lotus Connections Activities

<table>
<thead>
<tr>
<th>Part description</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotus Connections activities Authorized</td>
<td>D6157LL</td>
</tr>
</tbody>
</table>
IBM Lotus Connections

Part description

IBM Lotus Connections
Lotus Connections Authorized Users D615LL
Lotus Connections Authorized Users Annual Maintenance Reinstatement D615L
Lotus Connections Authorized Users SW Maintenance Annual Renewal D615LL
Lotus Connections Authorized Users SW Maintenance Reinstatement D615LL

IBM Lotus Connections Processor Value Unit D615LL
Lotus Connections Processor Value Unit License and SW Maintenance 12 Months D615LL
Lotus Connections Processor Value Unit SW Maintenance Annual Renewal D615LL
Lotus Connections Processor Value Unit SW Maintenance Reinstatement D615LL

Passport Advantage supply

Program name/description

Lotus Connections V1.0.2
Lotus Connections Red Hat Enterprise Linux ES, SUSE Linux Enterprise Server AY002ML

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.

Lotus Connections V1.0.2

Entitled maintenance offerings description Media packs description Part number

IBM Lotus Connections Activities per Authorized User Lotus Connections Red Hat Enterprise Linux ES, SUSE Linux Enterprise Server AY002ML
IBM Lotus Connections per Authorized User Lotus Connections Red Hat Enterprise Linux ES, SUSE Linux Enterprise Server AY002ML
IBM Lotus Connections per SubCapacity Value Unit Lotus Connections Red Hat Enterprise Linux ES, SUSE Linux Enterprise Server AY002ML
IBM Lotus Connections per Value Unit Lotus Connections Red Hat Enterprise Linux ES, SUSE Linux Enterprise Server AY002ML
IBM Lotus Connections profiles per Authorized User Lotus Connections Red Hat Enterprise Linux ES, SUSE Linux Enterprise Server AY002ML

Sub-capacity

IBM Lotus Connections

Part number Part description

D61VCLL Lotus Connections SubCapacity Processor Value Unit (PVU) License and SW Maintenance
Sub-capacity for selected middleware products

Sub-capacity licensing on a per processor or per Value Unit basis is available for selected middleware products. To offer sub-capacity licensing, IBM software products implement IBM Tivoli License Compliance Manager within their offerings so that you can monitor and report quarterly to IBM on the use of the programs on a continuous basis.

More information can be found on the Passport Advantage Web site

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

Eligibility requirements for sub-capacity licensing

To be eligible for sub-capacity licensing terms on this product, you must agree to install and configure IBM Tivoli License Manager for IBM Software, in accordance with the IBM Tivoli License Manager publications, and to enable the collection of program use data on all eligible machines subject to sub-capacity terms.

For those machines running programs with sub-capacity licensing terms, you must use IBM Tivoli License Manager for IBM Software to monitor program use and submit to IBM an IBM Use Report each calendar quarter. Multiple copies of IBM Tivoli License Manager for IBM Software or IBM Tivoli License Manager are not required. You can use more copies if you need them to support your operational environment, but only one copy is required to monitor all your sub-capacity licensed products.

Additionally, if this is the first product you have licensed under sub-capacity terms, you must agree to the terms of an attachment to your Passport Advantage or Passport Advantage Express contract and submit a new Passport Advantage enrollment form. First-time sub-capacity clients also have an opportunity to ensure a primary business contact is established for their contracts.

For more information on required and entitled license capacity, license requirements, and reporting, refer to Software Announcement 205-093, dated April 19, 2005.

If you order this product under sub-capacity terms, IBM Tivoli License Manager for IBM Software will be made available to you if you do not already have one. You must install and configure this tool for your sub-capacity products. Alternately, you can use Tivoli License Manager. Once the license manager software is installed, you will be required to register online. (IBM may need to contact you in order to finalize the registration process.) You must monitor program use on a continuous basis with IBM Tivoli License Manager for IBM Software and submit IBM Use Reports to IBM on a calendar quarterly basis.

IBM Tivoli License Manager for IBM Software is documented in the following publications, which are available from the IBM Publications Center at


Publication Form number
Planning, Installation, and Configuration SC32-1431
Administration SC32-1430
Problem Determination SC32-9102
Data Dictionary SC32-1432
Release Notes SC32-1429

For IBM Tivoli License Manager configuration guidance and instructions for specific products (including this product) acquired with sub-capacity terms, refer to

http://www.lotus.com/sub-capacity

The Web site will give you information about how to set up the product for detection by IBM Tivoli License Manager, any required maintenance, and any required steps that are unique to this product.
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 IBM Agreement for Acquisition of Software Maintenance.

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

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

This software license includes Software Maintenance, previously referred to as Software Subscription and Technical Support.

**License Information form number**

<table>
<thead>
<tr>
<th>Program name</th>
<th>Program number</th>
<th>Form number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Lotus Connections</td>
<td>5724-568</td>
<td>L-DCOR-77ZMJ2</td>
</tr>
</tbody>
</table>

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


**Limited warranty applies:** Yes

**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. Consult the IBM Software Support Guide for further information at

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

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 will be available for a minimum of three years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates, 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 programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

**Authorization for use on home/portable computer:** The program may be stored on the primary machine and another machine, provided that the program is not in active use on both machines at the same time. You may not copy and use this program on another computer without paying additional license fees.
Passport Advantage applies: Yes, and through the Passport Advantage Web site at

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

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

Agreement for Acquisition of Software Maintenance: The IBM Agreement for Acquisition of Software Maintenance (Z125-6011) applies for maintenance and does not require customer signatures.

Software maintenance applies: Yes. Software Maintenance is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the 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 Maintenance with each program license acquired. The initial period of Software Maintenance can be extended by the purchase of a renewal option, if available.

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

http://techsupport.services.ibm.com/guides/handbook.html

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

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

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

Volume orders (IVO): No

System i™ Software Maintenance applies: No

Educational allowance available: Not applicable

IBM Electronic Services

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

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

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

Prices

**Passport Advantage**

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

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

**Business Partner information**

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

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

**IBM Global Financing**

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

http://www.ibm.com/financing

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Order now

To order, contact the Americas Call Centers, your local IBM representative, or your IBM Business Partner.

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)
Internet: callserv@ca.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

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

**Trademarks**