



IBM Content Analytics with Enterprise Search V3.0 combines the power of unified content analytics and search for use with big data to drive fact-based business decisions

Table of contents

1 Overview	7 Technical information
1 Key prerequisites	9 Ordering information
2 Planned availability date	13 Terms and conditions
2 Description	16 Prices
7 Program number	16 Order now
7 Publications	

At a glance

IBM® Content Analytics with Enterprise Search V3.0 is a unified content analytics and search platform that:

- Enables greater accuracy and control with unparalleled natural language processing capabilities to deliver the right information at the right time to the right people
- Provides search and analytics capabilities that grow as your information grows to big data scale
- Transforms your business by uncovering trends, patterns, and relationships, from enterprise content to drive fact-based decisions

Overview

IBM Content Analytics with Enterprise Search V3.0 is a unified content analytics and search platform that delivers semantic, concept based search and analytic applications designed to help you turn unstructured information into insight and insight into better business outcomes. Leveraging the sophisticated natural language processing (NLP) technology found in the IBM Watson™ Question Answering system, Content Analytics with Enterprise Search solutions can analyze the meaning and context of human language within textual information found in documents, reports, email, surveys, blogs, wikis, websites, databases, and much more. This enables you to develop more accurate and reliable insights for industry solutions tackling complex analytic issues even as your information grows to big data scale.

Content Analytics with Enterprise Search provides tools you can use to drive better business outcomes by surfacing new insight and unknown realities that are impacting your business. You can take action with the business insights gained to avoid missed opportunities, identify lingering, undiscovered issues, and realize operational inefficiencies. You can also integrate insights from enterprise content with other solutions such as master data management, data appliances, and business intelligence, to improve fact-based business decisions.

Key prerequisites

Refer to the [Technical information](#) section.

Planned availability date

May 31, 2012: Electronic availability

June 7, 2012: Media availability

Description

IBM Content Analytics with Enterprise Search V3.0 is designed to help organizations gain insight into their unstructured content and related structured data. An extensive framework of content connectors allows companies to easily access and aggregate from multiple internal and external information sources and content types. Organizations can analyze content to help them understand meaning in context, using included natural language processing capabilities to extract meaningful facts and concepts from content. Feature-rich views and a user-friendly interface enable interactive, real-time exploration, helping users connect to relevant documents and uncover patterns, relationships, and correlations that they didn't know existed.

Deploying solutions with Content Analytics with Enterprise Search

Architected on open, standards-based technology, IBM Content Analytics with Enterprise Search is flexible and can be used to build solutions that are tailored to meet your ever-changing requirements. Many organizations use content analytics to surface undetected problems, fix content-centric process inefficiencies, improve customer service and corporate accountability, reduce operating costs and risks, and discover new revenue opportunities.

IBM Content Analytics with Enterprise Search enables better industry solutions that overcome complex issues. For example:

- Insurance companies use Content Analytics to analyze claims to improve reserve allocation, identify underwriting policy risk, facilitate payment optimization, and provide a 360 degree view of customer information.
- Government agencies use Content Analytics to augment their crime analytics and public safety solutions for police, security, intelligence, and customs agencies with providing additional evidence, facts, criminal patterns, and relationships to expedite investigations.
- Retail, consumer good, and telecom companies can better identify customer satisfaction trends by analyzing customer correspondence collected through multiple channels as well as drive new marketing campaigns, and modify products and services to meet customer demands.
- Manufacturing companies use Content Analytics in early warning systems that quickly identify failure patterns and understand which product component, supplier, or dealer is most highly correlated with product issues to leverage historical data to formulate product design changes.

Derive insightful, accurate contextual meaning from information

Utilizing the same natural language processing (NLP) technology found in IBM Watson Question Answering system, Content Analytics with Enterprise Search provides powerful Unstructured Information Management Architecture (UIMA)-compliant linguistic and content modeling tooling. Content Analytics Studio, which is included with IBM Content Analytics with Enterprise Search, is a workbench used to build and tailor linguistic rules, dictionaries, and taxonomies (annotators) that can extract deeper meaning out of your content. Language is fluid - the way we speak evolves over time. It is ambiguous - words can mean different things based on use and context. Language is affected by cultural influence - societies as well as businesses use the same words to describe a situation but have different significance. There is no one size fits all solution to accurately determine contextual meaning without the help of content modeling. Keyword lookup is not good enough.

Applying relevant dictionaries and synonyms is a good start but get you only so far. To get to a high level of accuracy and consistency, you need to build linguistic rules around the dictionaries for the situations that are being analyzed. Content Analytics Studio makes it easy with:

- Automatic generation of linguistic rules by selecting, dragging, and dropping text snippets from the document into the workspace.
- Seamless deployment of annotators into the Content Analytics with Enterprise Search system.
- Automatic generation of facets in the administration console.

Semantic search applications

IBM Content Analytics with Enterprise Search aggregates content across multiple internal and external content sources to provide a single search environment for all enterprises. Capitalizing on integrated content analytics capabilities, IBM Content Analytics with Enterprise Search can deliver conceptually and contextually enhanced search solutions to connect users to the right information when requested. IBM Content Analytics with Enterprise Search moves beyond keyword search and taxonomy-driven navigation. It understands the meaning and context of the documents to render semantically richer facets, accurate filters, and better relevancy.

Business integration

IBM Content Analytics with Enterprise Search allows you to:

- Deliver insights to other systems, users, and applications to help predict and achieve better business outcomes while leveraging the full business context of both content and data. You can truly leverage information as a strategic asset to derive new intelligence and gain competitive advantage in a rapidly evolving marketplace. IBM Content Analytics with Enterprise Search integrates with data warehouses, Enterprise Content Management (ECM) repositories, big data appliances, and other business analytics solutions to get the most value out of all of your enterprise information.
- Enhance your enterprise content management investments with content insights.
- Crawl and analyze historical cases for improved advanced case management.
- Deliver content insights to IBM Cognos® Business Intelligence (BI) and its reports and dashboards. Cognos BI reports can link to and from the content analytics miner user interface.
- Integrate into a broad range of application environments via extensible APIs, and deliver analysis results to downstream applications and processes such as CRM applications, industry solutions, or content-based Extract, Transform, and Load (ETL) scenarios.

Business services

IBM services for content analytics and enterprise search solutions help you meet your business requirements so you maximize the return on your investment. Throughout the lifecycle of your Content Analytics with Enterprise Search solution, our experts are available to guide, mentor, and support your efforts. Services offerings are available for both industry and customized solution needs.

The following is a summary of features in IBM Content Analytics with Enterprise Search V3.0:

- Secure enterprise search that respects the security model of the content source augmented with additional detail and value derived from analysis of the content searched.
- Timeline-based queries provide a simple temporal metaphor to search for documents based on the time aspect of the content.
- Faceted navigation allows for the search and selection of content based on concepts, corporate taxonomy, document metadata, and other entities.

- Facet value correlation scores provide even deeper insight into the result set based on their importance to the query as opposed to just frequency of results.
- Features previously available for content mining (document clustering, interactive query tree, interactive query builder, and the ability to find similar and near duplicate documents) are now available in the search interface to increase the breadth and depth of enterprise search.
- Customization of the search and content mining interfaces via visually configurable panels allows for rapid user experience prototyping.
- A new custom plug-in pane allows for integration of search terms into other applications, such as database lookups and dynamic query syndication.

IBM InfoSphere® BigInsights integration

- New capabilities to utilize an IBM InfoSphere BigInsights platform for indexing very large enterprise search and content analytics collections.
- Content Analytics with Enterprise Search handles job management and resource allocation through the integration with the IBM InfoSphere BigInsights server.

Greater content analytics capability

- New capabilities allow for document sections to be defined according to specific contexts in a content analytics collection. For example, one context might represent questions in frequently asked questions (FAQ) and another context might represent the answers.
- When mining content, analysts can explore entire documents or contextual views. For example, an analyst can restrict results to show only the question and answer snippets or to show only the answers. Different facet value correlations, timelines, deviations, and trends can be revealed, based on the different sections of the content that is being analyzed.
- New entity normalization capabilities allow for extracted concepts and entities to be converted to normal form for more detailed use.

Sentiment analytics

- Sentiment analysis support allows analysts to quickly identify positive and negative sentiment surrounding specific entities and concepts found in the content being analyzed.
- Sentiment is associated specifically with concepts and entities found in the same phrase to which the sentiment is referring.
- Sentiment associated with these concepts and entities is portrayed on its own visualization tab. Analysts can easily explore positive and negative expressions in context, and explore trends to see how sentiment changes over time.

Improved administrative user interface

- A completely updated user interface allows the administrator to maintain, monitor, and update multiple enterprise search and content analytics collections from a single dashboard style view.
- The dashboard provides a quick view of the current status of all collections and crawlers on the server at any given time.
- Administrators can start and stop various services and change required settings with a minimum of clicks and screen navigations.

Crawler improvements

- Support for Microsoft™ SharePoint 2007 and 2010 in farmed and non-farmed environments.
- Support for Microsoft Exchange Server 2007 and 2010 Inboxes, Calendar items, Notes , and Tasks.
- The Lotus Notes® crawler now supports the ability to specify whether the crawler is to crawl the values of fields in views (the column values) in addition to crawling document fields.
- Administrators can now control how many links the web crawler is to follow as it follows links from one document to another, to limit the crawl space.

- The seed list crawler includes efficiency improvements.

Multimedia file processing through UIMA

- Image file types can be processed through the UIMA pipeline, allowing for the capture of common metadata structures such as file name, file type, author, date created, and more.
 - Custom analysis algorithm for multimedia content through an Apache UIMA annotator supports additional image processing stages, such as object detection algorithm for images and automatic image categorization.
- Image content can be viewed in the IBM Content Analytics Miner in either the text view or the multimedia view.

Integration with IBM Content Analytics Studio (formerly IBM LanguageWare® Resource Workbench)

- Content Analytics Studio is now included as a part of the base Content Analytics with Enterprise Search product.
- Direct facet mapping from within Content Analytics Studio requires fewer manual operations to deploy the UIMA pipeline to IBM Content Analytics with Enterprise Search.
- Document exports from IBM Content Analytics with Enterprise Search allow analysts to quickly build and test annotators against content already crawled and indexed in an IBM Content Analytics with Enterprise Search collection.

Included annotators

- Improvements to the English language standard noun and verb phrase annotators
- New standard entity annotators:
 - Email address
 - Phone number
 - Postal code
 - Monetary amount
 - URL
 - Chemical compounds, formulas, reactions
 - DNA sequence

IBM Content Analytics Studio version control

- IBM Content Analytics Studio adds a Revision Control System integration for tracking the changes of dictionaries and rules, and for sharing dictionaries and rules among team members for better collaboration.

Expanded and improved language support

- Enabled Czech, Hebrew, Polish, and Russian text analysis
- Improved Simplified Chinese and Traditional Chinese dictionaries and Named Entity Annotators

Expanded web application server support

- For web application support, specify either IBM WebSphere® Application Server or the embedded application server.
- The administration console and REST API server can now be deployed on WebSphere Application Server.

Custom rules and dictionaries for query expansion

- Add custom rules and dictionaries to expand queries when users search the collection.

- Query is automatically expanded to apply the rule before returning results.
- Rules can now control ranking, such as ranking documents that match the expanded query higher than documents that match the original query terms.

Federated faceted search

- When searching more than one enterprise search collection at a time, users can narrow results by selecting facets. The facet tree shows the total frequency count and the frequency count for each collection.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM website

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

Section 508 of the US Rehabilitation Act

IBM Content Analytics with Enterprise Search is capable as of June 7, 2012, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following website

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

Availability of national languages

Product description	Language	GA date
IBM Content Analytics v3.0.0	Multilingual (Portuguese, French, Danish, Russian, Hebrew, Arabic, Korean, Chinese - Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, German, Swedish, Japanese, Chinese - Traditional, Hungarian, English, Slovenian, Greek, Turkish, Dutch, Czech, Slovakian, Italian, Finnish, Polish)	June 7, 2012

Program number

Program number	VRM	Program name
5724-z21	3.0.0	IBM Content Analytics w Enterprise Search

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

No publications are shipped with this product.

The IBM Publications Center

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

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

Publications for IBM Content Analytics with Enterprise Search V3.0 can be found at

<http://www.ibm.com/support/docview.wss?uid=swg27023678>

Technical information

Specified operating environment

Hardware requirements

IBM Content Analytics with Enterprise Search requires the following minimum hardware:

- Processor:
 - AIX® : IBM POWER® processor (1)
 - Microsoft Windows™ : x86 processor (2)
- RAM: 4 GB
- Disk space: 5 GB

(1) Intel™ 64-bit processors, including IBM System x® and BladeCenter® servers; 64-bit AMD Opteron (AMD64) and Intel Xeon™ (EM64T) processors, including IBM System x and BladeCenter servers.

(2) IBM POWER-based processors, including IBM System p® .

Note: RAM and disk space varies by workload. The program's detailed specifications and specified operating environment information may be found in the following system requirement technote information published by IBM . Documentation and other program content may be supplied only in the English language.

Further publications can be found at

<http://www.ibm.com/support/docview.wss?uid=swg27023676>

Software requirements

Server operating systems (one of the following):

- IBM AIX V6.1 (64 bit)
- IBM AIX V7.1 (64 bit)
- Microsoft Windows Server 2008 Enterprise Edition (64 bit)
- Microsoft Windows Server 2008 Enterprise Edition R2 or SP2 (64 bit)
- Novell SUSE Linux™ Enterprise Server 10.0 (64 bit)
- Novell SUSE Linux Enterprise Server 11.0 (64 bit)
- Novell SUSE Linux Enterprise Server 11.0 on System z® (64 bit)
- Red Hat Enterprise Linux Advance Server 5.0 (64 bit)
- Red Hat Enterprise Linux Advance Server 5.0 on System z (64 bit)

Java™ Runtime Environment (server)

- Java Runtime Environment V1.6 (32 bit or 64 bit) (included)

Client browsers

Clients running one of the following web browsers can access and run the IBM Content Analytics with Enterprise Search web applications. Client systems must have the necessary hardware to support a browser that supports frames, JavaScript™ , and Adobe™ Flash Player 10.x.

- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 9
- Mozilla Firefox ESR 10

Web application server (one of following):

- Jetty 6.1.22 (included)
- IBM WebSphere Application Server V7.0, base edition (optional)
- IBM WebSphere Application Server V8.0, base edition (optional) (included)

For a more detailed and up-to-date list of software requirements for IBM Content Analytics with Enterprise Search V3.0 can be found at

<http://www.ibm.com/support/docview.wss?uid=swg27023676>

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

Customer responsibilities

Customers who have valid entitlement to either IBM Content Analytics or IBM OmniFind® Enterprise Edition will be entitled to the IBM Content Analytics with Enterprise Search product with the same number of PVUs as on their Proof of Entitlement (PoE).

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 (also referred to as 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 (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

- IBM Content Analytics with Enterprise Search V3.0 DVD
- IBM Content Analytics with Enterprise Search V3.0 Quick Start Guide CD
- IBM Content Analytics Studio V3.0 DVD
- IBM Content Integrator V8.6 DVD for limited use with IBM Content Analytics with Enterprise Search
- IBM WebSphere Application Server V8.0 DVD for limited use with IBM Content Analytics with Enterprise Search

Security, auditability, and control

IBM Content Analytics with Enterprise Search V3.0 uses the security and auditability features of the host.

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

Ordering information

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

Product information

Licensed function title	Product group	Product category
IBM Content Analytics with Enterprise Search	IBM Content Analytics	IBM Content Analytics
IBM Content Analytics with Enterprise Search Non-Prod	IBM Content Analytics	IBM Content Analytics
IBM Content Analytics with Enterprise Search Starter Pack	IBM Content Analytics	IBM Content Analytics
Program name	PID number	Charge unit description
IBM Content Analytics with Enterprise Search	5724-Z21	Per Processor Value Unit for

		Linux on System Z
IBM Content Analytics with Enterprise Search	5724-Z21	Per Processor Value Unit (PVU)
IBM Content Analytics with Enterprise Search Non-Prod	5724-Z21	Per Processor Value Unit for Linux on System Z
IBM Content Analytics with Enterprise Search Non-Prod	5724-Z21	Per Processor Value Unit (PVU)
IBM Content Analytics with Enterprise Search Starter Pack	5724-Z21	Per Processor Value Unit (PVU)
IBM Content Analytics with Enterprise Search Starter Pack	5724-Z21	Per Processor value Unit for Linux on System Z

Charge metrics definitions

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

http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html

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. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the webpage below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores* 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 at

http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html

* 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.

Passport Advantage program licenses

IBM Content Analytics with Enterprise Search

Part description	Part number
IBM Content Analytics with Enterprise Search Non-Prod S&S Rnw1	E0BR8LL
IBM Content Analytics w Ent Srch Non-Prod PVU Lic + SW S&S 12 Mo	D0IMFLL
IBM Content Analytics w Ent Srch Non-Prod PVU SW S&S Reinstate 12 Mo	D0IMGLL

IBM Content Analytics with Enterprise Search

Part description	Part number
IBM Content Analytics with Enterprise Search S&S Rnw1	E0BR6LL
IBM Content Analytics w Enterprise Search PVU Lic + SW S&S 12 Mo	D0IMBLL
IBM Content Analytics w Enterprise Search PVU SW S&S Reinstate 12 Mo	D0IMCLL

IBM Content Analytics with Enterprise Search

Part description	Part number
IBM Content Analytics with Enterprise Search Starter Pack	
IBM Content Analyticsw Ent Srch Starter PK PVU Annual SW S&S Rnw1	E0BRALL
IBM Content Analyticsw Ent Srch Starter PK PVU Lic + SW S&S 12 Mo	D0IMJLL
IBM Content Analyticsw Ent Srch Starter PK PVU SW S&S Reinstate 12 Mo	D0IMKLL

Passport Advantage trade-up licenses

IBM Content Analytics with Enterprise Search

Precursor product	Trade-up product	Trade-up part number
IBM Content Analytics with Enterprise Search		
IBM Content Analytics with Enterprise Search Starter Pack	ICA w EntSrch PVU TrdUp frm ICA EntSrch StrPk PVU Lic + SW S&S	D0JSNLL

Passport Advantage supply

Program name/description	Part number
IBM Content Analytics v3.0.0	
IBM Content Analytics with Enterprise Search v3.0 Multiplatfrm Multilingual	BQ02XML

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.

IBM Content Analytics V3.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Content Analytics Non - Production per Processor Value Unit	IBM Content Analytics with Enterprise Search V3.0 Multiplatform Multilingual	BQ02XML
IBM Content Analytics Non-Production per Processor Value Unit for Linux on System z	IBM Content Analytics with Enterprise Search V3.0 Multiplatform Multilingual	BQ02XML
IBM Content Analytics per Processor Value Unit	IBM Content Analytics with Enterprise Search V3.0 Multiplatform Multilingual	BQ02XML
IBM Content Analytics per Processor Value Unit for Linux on System z	IBM Content Analytics with Enterprise Search V3.0 Multiplatform Multilingual	BQ02XML

Cross-platform products

Cross-platform products for use on System z

Order the part numbers that follow when the product is used for either the development of code that will be deployed on System z servers or when the product will be communicating or transferring data between a distributed server and a System z server. Otherwise order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

Cross-platform product for use on System z IFL engines

Order the part numbers that follow when the product is intended to run on the Linux operating system on System z IFL engines. If the product is not intended to run on the Linux operating system on System z IFL engines, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

IBM Content Analytics with Enterprise Search

Part description	Part number
IBM Content Analytics with Enterprise Search Starter Pack	
IBM Content Analyticsw Ent Srch Starter PK PVU Lnxz Annual SW S&S Rnw1	E0BRBLL
IBM Content Analyticsw Ent Srch Starter PK PVU Lnxz Lic + SW S&S 12 Mo	D0IMLLL
IBM Content Analyticsw Ent Srch Starter PK PVU Lnxz SW S&S Reinstate 12 Mo	D0IMMLL

IBM Content Analytics with Enterprise Search

Part description	Part number
IBM Content Analytics with Enterprise Search	
IBM Content Analytics w Enterprise Search PVU Lnxz Annual SW S&S Rnw1	E0BR7LL
IBM Content Analytics w Enterprise Search PVU Lnxz Lic + SW S&S 12 Mo	D0IMDLL
IBM Content Analytics w Enterprise Search PVU Lnxz SW S&S Reinstate 12 Mo	D0IMELL

IBM Content Analytics with Enterprise Search

Part description	Part number
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IBM Content Analytics with Enterprise Search Non-Prod	
IBM Content Analytics w Ent Srch Non-Prod PVU Lnxz Annual SW S&S Rnw1	E0BR9LL
IBM Content Analytics w Ent Srch Non-Prod PVU Lnxz Lic + SW S&S 12 Mo	D0IMHLL
IBM Content Analytics w Ent Srch Non-Prod PVU Lnxz SW S&S Reinstate 12 Mo	D0IMILL

Trade-up licenses for cross-platform products

IBM Content Analytics with Enterprise Search

Precursor product	Trade-up product	Part number
IBM Content Analytics with Enterprise Search		
IBM Content Analytics with Enterprise Search Starter Pack	ICA w EntSrch PVU Sys z TrdUp frm ICA EntSrch StrPk Sys z Lic + SW S&S 12Mo	D0JSMLL

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

Licensing

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).

License Information form numbers

Program name	Program number	Form number
IBM Content Analytics with Enterprise Search	5724-221	L-RPAL-8SEQ7Z

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

<http://www.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

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

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

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 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 (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

For clarification, note that if for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that for programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

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

Usage restriction

Yes.

- License L-RPAL-8SEQ7Z

For additional information, refer to the License Information Document that is available on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

International Passport Agreement

Software Subscription and Support applies

Yes. Software Subscription and Support 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, 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>

Other terms

System i Software Maintenance applies

No

Educational allowance available

Not applicable.

Statement of good security practices

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

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