



Surface new information insights with IBM Mashup Center V3.0

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At a glance

IBM® Mashup Center V3.0 continues to expand upon the robust innovative and flexible features that help accelerate how organizations surface new information insights within existing infrastructures for fast results, lower costs, and increased productivity, delivering the following new capabilities and benefits:

- Better alignment with IT infrastructure through more security and administrative controls
- Reduce time to value through simplified data access and better leverage of security infrastructure
- Increase usage options with improved data update features
- Easier and faster ways to customize mashup's look and feel
- Greater interoperability and expanded use of mashups with existing enterprise investments

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL.

Reference: YE001

Overview

IBM Mashup Center V3.0 is an easy-to-use enterprise mashup platform, supporting rapid integration and delivery of information characterized by dynamically assembled, reusable web applications - with the management, security, and governance capabilities IT requires. IBM Mashup Center V3.0 continues to expand upon the robust innovative and flexible features that help accelerate how organizations surface new information insights within existing infrastructures for fast results, lower costs, and increased productivity, delivering the following new capabilities and benefits.

Greater interoperability and expanded use of mashups with existing enterprise investments

IBM Mashup Center expands upon the feed publishing options to accommodate third-party gadgets, specialized widgets requirements, and other interfaces. The new 1-click publishing feature within the mashup builder component, makes sharing IBM widgets and OpenSocial Gadgets across software platforms exceptionally easy. Through a simple click, users can now quickly republish enterprise data within widgets more easily to other enterprise applications, including WebSphere®

Portal, IBM Cognos, and the Business Space user interface available across in the WebSphere Business Process Management suite of products.

Reduce time to value through simplified data access and better leverage of security infrastructure

IBM Mashup Center provides native support for Cognos Mashup Services allowing users to easily and quickly leverage advanced analytics and business intelligence information within mashups. Additionally, IBM Mashup Center leverages the data models built with InfoSphere Data Architect, InfoSphere Discovery, and Optim Data Growth products allowing users to create feeds from complex data sets by simply selecting related business entities and attributes. Also, IBM Mashup Center now integrates with existing IT Security Architectures such as Tivoli® Federated Identity Manager and CA Site Minder supporting client identity, authorization, and authentication rules and configurations, making security administration and validation seamless. Finally, IBM Mashup Center makes reuse of services oriented architecture (SOA) assets even easier with enhanced WebSphere Registry and Repository (WSRR) integration. IBM Mashup Center now enables users to navigate to the WSSR catalog to search and select SOA assets for use within feed generation.

Increase usage options with improved data update features

IBM Mashup Center now supports updatable feeds through industry standard ATOM Publishing Protocol (APP). Data mashups also support these APP protocols among other Representational State Transfer (REST) services enabling a wide range of usage options within mashup applications. Furthermore, new features in the Lotus® Widget Factory now support data creation, modification, and validation.

Easier and faster ways to customize mashup's look and feel

As organizations begin to more broadly adopt mashups in their existing enterprise infrastructure, the need for a consistent look and feel increases. IBM Mashup Center V3.0 delivers new capabilities to rapidly create and edit themes with popular web editing tools such as Dreamweaver, reuse existing themes from WebSphere Portal, and take advantage of new layouts to rapidly change look and feel.

Better alignment with IT infrastructure through more security and administrative controls

The need for greater security and fine grained control of feeds, widgets, and mashups increases as organizations use mashups more and more for rapid business applications - and make the components of mashups available to other applications. IBM Mashup Center V3.0 delivers significant new capabilities for fine grained version control of feeds and data mashups, and tighter controls on republishing of feeds.

Greater flexibility and options for building mashups

As mashup use increases across organizations, mashup designers want to create their own customized assets such as widgets and feeds. IBM Mashup Center V3.0 delivers new capabilities to give mashup builders more flexibility - to personalize widgets, add widgets from other sources, and even create their own functions in data mashups in minutes for highly customized feeds. Additionally, IBM Mashup Center V3.0 expands support for the latest user interface widgets and controls within Lotus Widget Factory.

Key prerequisites

Refer to the [Hardware requirements](#) and [Software requirements](#) sections for details.

Planned availability date

November 19, 2010: Electronic availability

Description

IBM Mashup Center V3.0 provides greater interoperability and expanded use of mashups with existing enterprise investments

New data mashup publishing option

IBM Mashup Center expands upon the feed publishing options to accommodate third-party gadgets, specialized widgets requirements, and other interfaces. Data feeds can now be delivered with more types of endpoints and visualizations methods. Technical savvy users can produce formats that include metadata, custom specialized namespaces, and mime types or multiple repeating entries used in popular formats such as Cognos LDX, GeorSS, Google Data API (GDATA) or the DataSet format used in Microsoft® .NET tooling and frameworks; also supported within IBM Cognos Framework Manager as a data source.

IBM Mashup Center expands upon the feed publishing options to accommodate third-party gadgets, specialized widgets requirements, and other interfaces. Data feeds can now be delivered with more types of endpoints and visualizations methods. Technical savvy users can produce formats that include metadata, custom specialized namespaces, and mime types, or multiple repeating entries used in popular formats such as Cognos LDX, GeorSS, Google Data API (GDATA), or the DataSet format used in Microsoft .NET tooling and frameworks. The DataSet format is also supported within IBM Cognos Framework Manager as a data source.

New 1-click publishing feature

Sharing widgets across software platforms is now exceptionally easy. When creating a widget, an "Add To" button can optionally be included within the widget design. Users viewing the page with widgets that provide the "Add To" feature can add these widgets and corresponding data to a variety of other interfaces by simply clicking the "Add To" button. Potential target interfaces include WebSphere Portal, IBM Cognos, and the Business Space user interface often found in WebSphere Business Process Management (BPM) solutions such as:

- WebSphere Business Compass V7.0.0.2
- WebSphere Business Monitor V7.0.0.2
- WebSphere Enterprise Service Bus V7.0.0.2
- WebSphere Process Server V7.0.0.2
- WebSphere Business Modeler V7.0.0.2
- WebSphere Dynamic Process Edition V7.0.0.2
- WebSphere Business Services Fabric V7.0.0.2
- IBM FileNet® Business Process Manager V4.5.2
- IBM FileNet Content Manager V8.4.2

Seamless user experience with IBM Mashup Center and WebSphere Portal

New integration capabilities with WebSphere Portal, with common client execution support, enable increased support for asset sharing and portability with WebSphere Portal. Through common theme artifacts, layout templates, palette design, common WebDav content store and shared user interface, there is seamless Web Designer experience when navigating between IBM Mashup Center and WebSphere Portal. New support for the iWidget 2.1 specification complements the JSR 168 and 268 specifications found in portlets enabling widgets and portlet common wiring and eventing protocols for portlet pages.

Reduce time to value through simplified data access and better leverage of security infrastructure

Native support for IBM Cognos Mashup Services

Native support for Cognos Mashup Services enables users to easily and quickly leverage advanced analytics and business intelligence information within IBM Mashup Center. By unlocking and repurposing information from Cognos, business intelligence content can be extended to surface new insights. Feeds from report data resident in IBM Cognos can be generated by navigating through the Cognos folders and dashboards within IBM Mashup Center, leveraging the familiar interface of IBM Cognos. This report data can be further augmented and combined with other data feeds delivering new insights and publishing this information to other application interfaces and new users.

Leverage IT data architecture efforts

Many hours are spent in building the right data model and business entities to support business applications. IT can now leverage these efforts in building mashup applications. IBM Mashup Center leverages the data models built with InfoSphere Data Architect, InfoSphere Discovery, and Optim Data Growth products. With the support of these data models, users can create feeds from complex data sets by selecting related business entities and attributes without being stalled by determining the advanced SQL code required to extract the information required. This allows technically savvy users to accelerate time to value for enterprise mashups despite the complex application and SQL logic.

Leverage existing service-oriented architecture (SOA) assets - maximize value of existing investments

IBM Mashup Center makes reuse of SOA assets even easier with enhanced WebSphere Service Registry and Repository (WSRR) integration. IBM Mashup Center now enables users to navigate to the WSRR catalog to search and select SOA assets for use within feed generation. Through this new function, IBM Mashup Center users can generate feeds from WSRR classifications and WSRR catalog entries. Using the comprehensive metadata within WSRR, users can easily identify appropriate SOA assets for mashup applications.

Provide seamless data access across complex security architectures

IBM Mashup Center now integrates with existing IT security architectures such as Tivoli Federated Identity Manager and CA Site Minder supporting client identity, authorization, and authentication rules and configurations. Using industry standards such as WS-Trust, SAML, or X.509 protocols, IBM Mashup Center can also support identity mapping with this integration. Conforming to an enterprise's security policies and identity management architecture is essential for multitiered solutions like those enabled by IBM Mashup Center. Furthermore, IBM Mashup Center supports Trusted Context connections to IBM DB2® by passing client identity to the database from the client based authorization. With this feature, mashup applications can leverage the label-based access control (LBAC) features within IBM DB2.

Increase usage options with improved data update features

Increased database flexibility with managed collections

Managed collections deliver a new set of services in support of data updates for relational database sources. IBM Mashup Center users can register database tables for these managed update services. Once registered, permissions on the services can then be assigned to users. This feature delivers an industry-standard protocol ATOM Publishing Protocol (APP) for the data updates using a lightweight fashion. Managed collections can be utilized in a custom widget or within a Data Mashup.

More power and control with actionable data mashups

Data mashups now support data modification operations such as managed collections and other popular REST service protocols. Data mashups can now change

underlying data through transformation, combination, and augmentation within underlying services and repositories.

New database features within Lotus Widget Factory

Widget developers can now generate and populate relational database tables for creating new applications that do not rely on existing data. This support includes facilities for automatic creation of the application server data source which increases productivity.

When designing widgets, Widget Factory provides a new properties view to easily identify required input fields and configure custom validation and associated error messages. New group labeling capabilities provides even more user interface flexibility with enhanced multi-column select and options that let you hide or sort the data.

Easier and faster ways to customize mashups look and feel

As organization begin to use mashups more broadly in their existing enterprise infrastructure, the need for integrated look and feel increases. Mashup Center V3.0 delivers new capabilities to rapidly create and edit themes with popular web editing tools such as Dreamweaver, reuse existing themes from WebSphere Portal, and take advantage of new layouts to rapidly change look and feel.

New WebDav support and theme architecture

Within IBM Mashup Center, users can select themes, skins, and page layouts. Each theme contains several skins. Themes provide the navigation, appearance, including colors, fonts, and images that surround the widgets on the page. Skins define the look and feel of the widgets that are included onto the mashup page. Skins essentially wrap the widgets and define the menu icons and colors of the widget.

Now in IBM Mashup Center V3.0, themes identify which layout templates are available and then rely on these page layout templates to define layout of the mashup page. IBM Mashup Center provides several page layouts templates enabling users to quickly lay out the page in a few clicks. Now in V3.0, these layout templates are extensible through simple HTML and Javascript so that layout templates can quickly be created.

New WebDav content store support enables web designers to add these layout templates, themes, and skins into IBM Mashup Center easily, via a Web address known as a Uniform Resource Locator (URL). WebDav enables popular Web editing tools to publish these user elements to IBM Mashup Center. Administrators and designers now have the ability to make changes and see the results immediately without recycling any mashup applications.

Better alignment with IT infrastructure through enhanced security and administrative controls

New data mashup revision control

IBM Mashup Center supports revision control allowing data mashups, REST services, or feed definitions to quickly and easily be reverted to the specific revision the user needs. Users can specify new revisions and provide descriptions to the revisions to help identify what change was made.

New data mashup republish role

The data mashup capability within IBM Mashup Center allows administrators and developers greater control over content republishing. Data mashups can now be optionally enabled with the republish role. By enabling the republish role, administrators and developers can exercise control and governance by establishing which users are allowed to publish data mashups and reuse feeds.

Enhanced widget and theme personalization

IBM Mashup Center now supports multiple layers of personalization for both widgets and themes. The new capability provides flexibility and control by allowing a user to define who can personalize at what level, helping to deliver the right information and applications to end users at the right time.

Common administration console

Now administrators have one area to manage proxy information if there is a need. Additionally, IBM Mashup Center supports NT LAN Manager based authentication for the proxy server authentication leveraging users and permissions already established within their infrastructure. Within this interface, IBM Mashup Center introduces more control over how the underlying database is accessed. IBM Mashup Center allows administrators to configure how the feed sources will connect to the database via JDBC parameters. Administrators can set vendor-specific parameters or even add other database drivers.

Greater flexibility and customization options for building mashups

IBM Mashup Center V3.0 delivers new capabilities to give mashup builders more flexibility - to minimize widgets, add widgets from other sources, and even create their own functions in data mashups for highly customized feeds. Additionally, IBM Mashup Center expands support for the latest user interface widgets and controls.

Lotus Widget Factory 2.0

Lotus Widget Factory 2.0 can help you supercharge your delivery of custom exceptional web experiences that require rich, highly interactive user interfaces. New Lotus Widget Factory 2.0 features include:

- Richer applications with expanded support for the latest, advanced Dojo toolkit user interface widgets and controls
- Advanced interactive applications via skinning capabilities that minimize or eliminate page flicker
- New automation features for rapid construction of fully functional applications from relational databases
- New and enhanced visual application development features for faster simpler application construction
- Improved remote development and deployment support for remote servers running on-premises or in the cloud
- Tighter integration with common themes found in IBM Mashup Center and IBM WebSphere Portal

User defined functions for data mashups

IBM Mashup Center supports user defined functions (UDF) for data transformations within data mashups. This allows mashups to leverage specialized functionality through Java™ extensions. Additionally, administrators can easily incorporate UDF packages into the environment without restarting the server through the administration console.

New widget corral

The widget corral contains hidden widgets that can be incorporated into mashups. These hidden widgets now deliver a "view" mode to provide insight and detailed information on how the mashup is working.

OpenSocial gadget support

IBM Mashup Center V3.0 expands on using widgets from third parties with OpenSocial gadgets. The large, public repository of OpenSocial gadgets are leveraged quickly and easily within IBM Mashup Center. Users can define the interoperability between IBM widgets and OpenSocial via IBM Mashup Center events and wiring, and define preferences for these gadgets. Additionally, OpenSocial

gadgets can utilize the new 1-click publishing feature now available within Mashup Center V3.0.

Accessibility by people with disabilities

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

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

Statement of direction

It is the intent of IBM to support additional platforms for IBM Mashup Center, IBM Mashups, and IBM InfoSphere MashupHub.

Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

All statements regarding IBM's plans, directions, and intent are subject to change or withdrawal without notice.

Reference information

Refer to Software Announcement [209-360](#), dated October 27, 2009.

Availability of national languages

Product description	Language	GA date
IBM Mashup Center v3.0.0	Multilingual (French, Korean, Chinese - Simplified, Spanish, Portuguese-Brazilian, German, Japanese, Chinese - Traditional, English, Dutch, Italian)	December 10, 2010

Program number

Program number	VRM	Program name
5724-V33	3.0.0	IBM Lotus Mashup Center

Education support

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

<http://www.ibm.com/services/learning/>

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

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

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

Technical Skills Software Workshop

No-fee technical skills training workshops (English only) for this product are offered to customers and business partners to gain hands-on skills for installing, configuring, operating, and supporting this product. The workshops are ideal for customers and business partners who are in the process of evaluating, or have already purchased it. Workshops are modeled to be 50% to 70% hands-on labs and are continually updated to current product release.

Workshops are delivered in multiple formats, traditional classroom, self-paced (self-study) and instructor led e-learning, all formats have the same content.

Traditional classroom workshops are scheduled and delivered in-person worldwide at IBM and non-IBM locations throughout the year.

Self-paced/self-study workshops enable the student to view the workshop presentations and execute the labs on their own schedule with no travel required. The presentations have speaker notes and allow the student full control to navigate the information. Students reserve a one week period to run the labs on a remote, supported, live environment. Support is provided through a monitored forum.

Note: A fast Internet connection is required.

For more details on current workshop content, schedules, and to register for any workshop format, visit:

<https://www-304.ibm.com/jct01005c/isv/spc/events/index.jsp>

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.

Technical information

Specified operating environment

Hardware requirements

Microsoft Windows® Server 2003 x86-32, Enterprise with Service Pack 1

- Intel® Pentium® processor at 1 GHz, or faster
- Intel EM64T or AMD Opteron processor
- Minimum 2 GB physical memory; 3 GB recommended
- CD-ROM drive

Software requirements

Web browsers

- Firefox 3.6
- Microsoft Internet Explorer 6.0 SP3, 7, and 8
- Safari 5.0 (on Macintosh only)

Operating systems

- AIX® V6.1 TL 4 System p® (64 bit with IMC running in 32-bit mode)
- RedHat Enterprise Linux® (RHEL) 5.4 (64 bit with IMC running in 32-bit mode)

Database (user customizations and preferences)

- IBM DB2 Enterprise Edition V9.5 and V9.7
- IBM Informix® Dynamic Server 11.5
- Oracle 11.1.0.6.0 and 11.2
- Microsoft SQL Server Enterprise Edition 2005 and 2008

Application servers

- IBM Websphere Application Server V7.0.0.11

For up-to-date information, visit the following website

<http://www-01.ibm.com/support/docview.wss?uid=swg27013750>

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Planning information

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express®. Product upgrades and technical support are provided by the Software Subscription and Support (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 Mashup Center will be distributed via a media package and electronic software distribution (ESD).

IBM Mashup Center media package is distributed in one package with the following:

- IBM Mashup Center product CDs
- Softcopy product documentation including readme files are included on the product CDs

The License Information form number for IBM Mashup Center is L-TRRJ-85NKUP.

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.

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 Mashup Center	Mashup Maker	Mashup Center
Program name	PID number	Charge unit description
IBM Mashup Center	5724-V33	Per Processor Value Unit (PVU)

Charge metrics definitions

Install

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each Install of the program.

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.
- Express and workgroup programs may be licensed with maximum use terms. In that case, the following applies. The maximum authorized use terms and conditions for PVU licensed IBM express and middleware programs can be found in the IBM Express and Middleware Licensing Guide.

Passport Advantage program licenses

IBM Lotus Mashup Center

Part description	Part number
IBM Mashup Center	
IBM Mashup Center Processor Value Unit (PVU) Annual SW S&S Rnw1	D04N4LL
IBM Mashup Center Processor Value Unit (PVU) Lic + SW S&S 12 Mo	E055ZLL
IBM Mashup Center Processor Value Unit (PVU) SW S&S Reinstate 12 Mo	D04N5LL

Passport Advantage supply

Program name/description	Part number
IBM Mashup Center V3.0.0 IBM Mashup Center 3.0.0 Multiplatform Multilingual Media Pack	BS0AKML

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 Mashup Center V3.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Mashup Center Per Processor Value Unit (PVU)	IBM Mashup Center 3.0.0 Multiplatform Multilingual Media Pack	BS0AKML

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 number

Program name	Program number	Form number
IBM Lotus Mashup Center	5724-V33	L-TRRJ-85NKUP

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.

International Passport Agreement

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

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Software Subscription and Support (Software Maintenance)

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Subscription and Support (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.

While your Software Subscription and Support (also referred to as 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 Support Handbook at

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

Software Subscription and Support (also referred to as 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 website at

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

Other terms

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, or authorized IBM Business Partner for Software ValueNet®, if applicable. Additional information is also available at

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

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