



IBM Case Manager V5.1 is designed to further improve the case deployment experience while providing enhanced integration with IBM Business Process Manager

Table of contents

1 Overview	3 Publications
2 Key prerequisites	4 Technical information
2 Planned availability date	5 Ordering information
2 Description	11 Terms and conditions
3 Program number	13 Prices
	14 Corrections

At a glance

IBM® Case Manager V5.1 delivers:

- Improved and easier data integration across systems providing a seamless, consolidated view of a case, citizen or customer
- Enhanced case management capabilities extended to IBM Content Manager Enterprise Edition
- Addition of a universal inbox for IBM Business Process Manager and IBM Case Manager that allows seamless entry points to case management capabilities, information, and tasks
- Integration with IBM Process Center to leverage IBM Business Process Manager processes
- Improved case design, configuration, and customization, and enhanced reuse of solution assets to streamline solution packaging and deployment
- Integration with IBM Forms that enhances gathering case information

Overview

IBM Case Manager V5.1 provides several design and deployment improvements to further extend time to value. Examples of these improvements:

- A new framework can integrate data from other non-related enterprise systems. As an example, CRM systems that rely on data not residing in FileNet® Content Manager or IBM Content Manager Enterprise Edition can be more seamlessly integrated into IBM Case Manager.
- An improved iterative development experience provides for simpler and more flexible redeployment where multiple business analysts can work concurrently.
- Case Manager widgets now expose all events and capabilities programmatically, empowering Solution Developers to create rapidly deployable custom-built UIs.
- Case split establishing a relationship between the split cases is now available.
- Designed to make it easier for solution designers to create and share solution templates because of a simplified solution template package.

IBM Case Manager integrates with IBM Business Process Manager and IBM Content Manager Enterprise Edition to improve configuration flexibility and productivity.

Examples follow:

- An integrated unified view lets knowledge workers have access to Case Manager and IBM Business Process Manager work items simultaneously.
- Empower solutions designers to define cases tasks previously implemented by IBM Business Process Manager and managed in IBM Process Center.
- Common support for business space as the mashup container.
- As an IBM Content Manager Enterprise Edition customer, you can take full advantage of IBM Case Manager, building complete case-based solutions utilizing direct support with the IBM Content Manager Enterprise Edition content repository.
- IBM Forms integration with IBM Case Manager is now available. IBM Forms provides layout for case details page or form policy documents if added to a case. Solutions designers can easily create a completely custom and seamless case data entry screen while synchronizing with case properties.
- Simplified mapping process where FileNet Business Process Manager users can leverage their existing investment in process definitions.

Support for additional operating, database, and LDAP systems for improved alignment is provided for both IBM Business Process Manager and FileNet P8 platforms.

For updated details, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

Key prerequisites

For details, refer to the [Technical information](#) section.

Bundled IBM software components with limited use license terms:

- IBM Cognos® Real-time Monitoring V10.1
- IBM DB2® Workgroup Server Edition V9.7
- IBM Mashup Center with InfoSphere® Mashup Hub
- IBM WebSphere® Application Server V7.0

Planned availability date

November 25, 2011: Electronic availability

December 16, 2011: Media availability

Description

IBM Case Manager provides capabilities organizations can use to drive more successful, optimized case outcomes. With the extended capabilities of IBM Case Manager V5.1, IBM provides extensive integration to information existing across an organization and seamlessly integrates people, process, and information into a single view.

IBM Case Manager V5.1 includes the following components:

- IBM Case Manager Builder
- IBM Case Manager Client
- IBM Case Manager API
- IBM Case Manager Administration Client
- IBM Business Space
- IBM FileNet Business Process Manager

- IBM FileNet Content Manager

Bundled IBM software components with limited use license terms:

- IBM Mashup Center V3.0
- IBM Lotus® Sametime® Entry V8.5.1
- IBM Content Analytics V2.2
- IBM WebSphere ILOG® jRules V7.1.1
- IBM Cognos Real-time Monitoring V10.1
- IBM Forms V4.0.2
- IBM DB2 Workgroup Server Edition V9.7
- IBM WebSphere Application Server V7.0

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 Case Manager is capable as of December 16, 2011, 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 U.S. Section 508 Voluntary Product Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following Web site

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

Program number

Program number	VRM	Program name
5725-A15	5.1.0	IBM Case Manager

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

IBM Case Manager supports a breadth of hardware platforms.

For the most current and complete information about hardware requirements for IBM Case Manager visit

<https://www-304.ibm.com/support/docview.wss?uid=swg27013654>

Software requirements

For the most current and complete information about software requirements for IBM Case Manager visit

<https://www-304.ibm.com/support/docview.wss?uid=swg27013654>

Also visit the IBM Case Manager support page at

http://www.ibm.com/support/entry/portal/Software/Information_Management/Case_Manager

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.

Performance considerations

Consult your account team to size your system using the IBM Techline process. Information about the Techline process can be found at

<http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS1672>

Planning information

Customer responsibilities

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 Case Manager V5.1 Quick Start Guide Multilingual DVD
IBM Case Manager V5.1 AIX® Multilingual DVD
IBM Case Manager V5.1 Windows® Multilingual DVD
IBM Case Manager V5.1 Solaris Multilingual DVD

IBM Case Manager V5.1 Red Hat Linux® Multilingual DVD
 IBM Case Manager V5.1 zLinux Multilingual DVD
 IBM Case Manager V5.1 Client Installer AIX Multilingual DVD
 IBM Case Manager V5.1 Client Installer Windows Multilingual DVD
 IBM Case Manager V5.1 Client Installer Solaris Multilingual DVD
 IBM Case Manager V5.1 Client Installer Red Hat Linux Multilingual DVD
 IBM Case Manager V5.1 Client Installer zLinux Multilingual DVD
 IBM Case Manager Platform Installation Tool V5.1 Multilingual AIX, Windows,
 Solaris, Red Hat Linux, zLinux DVD

Security, auditability, and control

The security functions of IBM Case Manager uses the security and auditability features of the host software.

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 Case Manager Add-On for Content Manager Enterprise Edition Authorized	Case	Case Manager
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	Case	Case Manager
IBM Case Manager Add-On for Content Manager Enterprise Edition External	Case	Case Manager
IBM Case Manager Authorized	Case	Case Manager
IBM Case Manager Employee	Case	Case Manager
IBM Case Manager External	Case	Case Manager

Program name	PID number	Charge unit description
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Content Manager Enterprise Edition External	5725-A15	Per User Value Unit
IBM Case Manager Add-On for Content Manager Enterprise Edition External	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Authorized	5725-A15	Per User Value Unit for Linux on System z
IBM Case Manager Authorized	5725-A15	Per User Value Unit
IBM Case Manager Employee	5725-A15	Per User Value

IBM Case Manager Employee	5725-A15	Unit for Linux on System z Per User Value Unit
IBM Case Manager External	5725-A15	Per User Value Unit
IBM Case Manager External	5725-A15	Per User Value Unit for Linux on System z

Charge metrics definitions

User Value Unit (UVU)

UVU is the metric by which this program is licensed. UVU entitlements are based on the number of users for the given program. A Proof of Entitlement (PoE) must be obtained for the appropriate number of UVUs required for your environment as defined by the specific program terms. The UVU entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with UVU entitlements of another software program. UVU licensing offers you price benefits for customers by enabling a lower cost of incremental growth of resources. To understand these benefits of UVU licensing, and to determine how many UVUs to obtain for the program, contact your IBM representative.

Passport Advantage program licenses

IBM Case Manager

Part description	Part number
IBM Case Manager Authorized	
IBM Case Manager Auth UVU Annual SW S&S Rnw1	E0AR9LL
IBM Case Manager Auth UVU Lic + SW S&S 12 Mo	D0GR0LL
IBM Case Manager Auth UVU SW S&S Reinstate 12 Mo	D0GR1LL

IBM Case Manager

Part description	Part number
IBM Case Manager Employee	
IBM Case Mgr Emp UVU Annual SW S&S Rnw1	E0ARPLL
IBM Case Mgr Emp UVU Lic + SW S&S 12 Mo	D0GRZLL
IBM Case Mgr Emp UVU SW S&S Reinstate 12 Mo	D0GS0LL

IBM Case Manager

Part description	Part number
IBM Case Manager External	
IBM Case Mgr Ext UVU Annual SW S&S Rnw1	E0ARTLL
IBM Case Mgr Ext UVU Lic + SW S&S 12 Mo	D0GS7LL
IBM Case Mgr Ext UVU SW S&S Reinstate 12 Mo	D0GS8LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition External	
IBM Case Mgr Add-On for Cont Mgr EnterpriseEd Ext UVU Annual SW S&S Rnw1	E0C4NLL
IBM Case Mgr Add-On for Cont Mgr EnterpriseEd Ext UVU Lic + SW S&S 12 Mo	D0JIPLL
IBM Case Mgr Add-On for Cont Mgr EnterpriseEd Ext UVU SW S&S Reinstate 12Mo	D0JIQLL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	
IBM Case Mgr Add-On Content Mgr EnterpriseEd AUVU Annual SW S&S Rnw1	E0C4ILL
IBM Case Mgr Add-On Content Mgr EnterpriseEd AUVU Lic + SW S&S 12 Mo	D0JIDLL
IBM Case Mgr Add-On Content Mgr EnterpriseEd AUVU SW S&S Reinstate 12 Mo	D0JIELL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	
IBM Case Mgr Add-On for Content Mgr EnterpriseEd Emp UVU Annual SW S&S Rnw1	E0C4MLL
IBM Case Mgr Add-On for Content Mgr EnterpriseEd Emp UVU Lic + SW S&S 12 Mo	D0JIMLL
IBM Case Mgr Add-On for Content Mgr EnterpriseEd Emp UVU SW	D0JINLL

Passport Advantage trade-up licenses

IBM Case Manager

Precursor product	Trade-up product	Trade-up part number
IBM Case Manager Authorized		
IBM FileNet Business Process Manager Authorized	IBM Case Manager Auth UVU from FN BPM Auth UVU Trade Up Lic + SW S&S 12 Mo	D0H5FLL

IBM Case Manager

Precursor product	Trade-up product	Trade-up part number
IBM Case Manager Employee		
IBM FileNet Bus Process Manager Employee	IBM Case Mgr Emp UVU from BPM Emp UVU Trade Up Lic + SW S&S 12 Mo	D0HC1LL

IBM Case Manager

Precursor product	Trade-up product	Trade-up part number
IBM Case Manager External		
IBM FileNet Bus Process Manager Ext User	IBM Case Mgr XUVU from BPM XUVU Trade Up Lic + SW S&S 12 Mo	D0HC4LL

Passport Advantage supply

Program name/description	Part number
IBM Case Manager V5.1.0	
IBM Case Manager V5.1 Multiplatform Multilingual Media Pack	BQ02MML
IBM Case Manager Add-On for CMEE V5.1.0	
IBM Case Manager V5.1 Multiplatform Multilingual Media Pack	BQ02MML
IBM Case Manager Add-On for FN CM V5.1.0	
IBM Case Manager V5.1 MP ML Media Pack	BQ02QML
IBM Case Manager Add-On for BPM V5.1.0	
IBM Case Manager Add On for FileNet Business Process Manager V5.1 MP ML Media Pack	BQ02PML
IBM Case Manager Add-On for PIE V5.1.0	
IBM Case Manager Add On for Production Imaging Edition V5.1 MP ML Media Pack	BQ02NML

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 Case Manager V5.1.0

Entitled maintenance offerings description	Media packs description	Part number
Case Manager Add-On for Content Manager Enterprise Edition Authorized User Value Unit	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
Case Manager Add-On for Content Manager Enterprise Edition Authorized User Value Unit for Linux on System z	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
Case Manager Add-On for Content Manager Enterprise Edition Employee User Value Unit	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
Case Manager Add-On for Content Manager Enterprise Edition Employee User Value Unit for Linux on System z	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
Case Manager Add-On for Content Manager Enterprise Edition External User Value Unit	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
Case Manager Add-On for Content Manager Enterprise Edition External User Value Unit for Linux on System z	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
IBM Case Manager Authorized User Value Unit	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
IBM Case Manager Authorized User Value Unit Linux on System z®	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
IBM Case Manager Employee User Value Unit	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
IBM Case Manager Employee User Value Unit Linux on System z	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML

IBM Case Manager External User Value Unit	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML
IBM Case Manager External User Value Unit Linux on System z	IBM Case Manager AO V5.1 Multiplatform Multilingual Media Pack	BQ02MML

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 Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition External	
IBM Case Mgr Add-On for ContMgr EntprEd ExtUVU Lnx Sys z Annual SW S&S Rnw1	E0C8ILL
IBM Case Mgr Add-On for ContMgr EntprEd ExtUVU Lnx Sys z Lic + SW S&S 12 Mo	D0JV5LL
IBM Case Mgr Add-On for ContMgr EntprEd ExtUVU Lnx Sys z SW S&S Reinstat12M	D0JV6LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Authorized	
IBM Case Mgr Add-On Cont Mgr EnterprEd AUVU Lnx Sys z Annual SW S&S Rnm1	E0C8FLL
IBM Case Mgr Add-On Cont Mgr EnterprEd AUVU Lnx Sys z Lic + SW S&S 12 Mo	D0JUZLL
IBM Case Mgr Add-On Cont Mgr EnterprEd AUVU Lnx Sys z SW S&S Reinstat 12Mo	D0JV0LL

IBM Case Manager

Part description	Part number
IBM Case Manager Add-On for Content Manager Enterprise Edition Employee	
IBM Case Mgr Add-On Cont Mgr EntprEd Emp UVU Lnx Sys z Annual SW S&S Rnw1	E0C8HLL
IBM Case Mgr Add-On Cont Mgr EntprEd Emp UVU Lnx Sys z Lic + SW S&S 12 Mo	D0JV2LL
IBM Case Mgr Add-On Cont Mgr EntprEd Emp UVU Lnx Sys z SW S&S Reinstat 12M	D0JV4LL

IBM Case Manager

Part description	Part number
IBM Case Manager Authorized	
IBM Case Manager Auth UVU Linux on System z Annual SW S&S Rnw1	E0ARALL
IBM Case Manager Auth UVU Linux on System z Lic + SW S&S 12 Mo	D0GR3LL
IBM Case Manager Auth UVU Linux on System z SW S&S Reinstate 12 Mo	D0GR4LL

IBM Case Manager

Part description	Part number
IBM Case Manager Employee	
IBM Case Mgr Emp UVU Linux on System z Annual SW S&S Rnw1	E0ARQLL
IBM Case Mgr Emp UVU Linux on System z Lic + SW S&S 12 Mo	D0GS1LL
IBM Case Mgr Emp UVU Linux on System z SW S&S Reinstate 12 Mo	D0GS2LL

IBM Case Manager

Part description	Part number
IBM Case Manager External	
IBM Case Mgr Ext UVU Linux on System z Annual SW S&S Rnw1	E0ARRLL
IBM Case Mgr Ext UVU Linux on System z Lic + SW S&S 12 Mo	D0GS3LL
IBM Case Mgr Ext UVU Linux on System z SW S&S Reinstate 12 Mo	D0GS4LL

Trade-up licenses for Cross Platform Products

IBM Case Manager

Precursor product	Trade-up product	Part number
IBM Case Manager Authorized		
IBM FileNet Business Process Manager Authorized	IBM Case Mgr AUVU from FN BPM AUVU Lnx on Sys z Trade Up Lic + SW S&S 12 Mo	D0H5GLL

IBM Case Manager

Precursor product	Trade-up product	Part number
IBM Case Manager Employee		
IBM FileNet Bus Process Manager Employee	IBM Case Mgr Emp UVU Lnx z fr BPM Emp UVU Lnx Z Trade Up Lic + SW S&S 12 Mo	D0HC3LL

IBM Case Manager

Precursor product	Trade-up product	Part number
IBM Case Manager External		
IBM FileNet Bus Process Manager Ext User	IBM Case Mgr XUVU Lnx z from BPM XUVU Lnx z Trade Up Lic + SW S&S 12 Mo	D0HC5LL

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 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 Case Manager	5725-A15	L-LSAS-8GGNMH

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>

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

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.

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>

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>

Trademarks

IBM, FileNet, Cognos, DB2, InfoSphere, WebSphere, Lotus, Sametime, ILOG, Passport Advantage, Express, AIX, System z and ValueNet are registered trademarks of IBM Corporation in the United States, other countries, or both.

Windows is a registered trademark of Microsoft Corporation in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

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

Terms of use

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Additional terms of use are located at

<http://www.ibm.com/legal/us/en/>

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

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

Corrections

(Corrected on November 11, 2011)

Updated the Overview.