IBM FileNet Content Manager V5.2 delivers new social content management features and enterprise management capabilities

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At a glance

IBM® FileNet® Content Manager V5.2.0 provides new capabilities associated with these key themes:

- Social content management
- Integration with IBM Connections
- Enterprise manageability

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

Reference: YE001

Overview

IBM FileNet Content Manager V5.2 incorporates new social content management features through its bundling of IBM Content Navigator and extends those social capabilities through its integration with IBM Connections. The merging of the Content Engine and the Process Engine into a single engine, called the Content Platform Engine, is designed to make installation and configuration easier and faster than ever before.

New features in IBM FileNet Content Manager V5.2.0

Social content management

The following social content management capabilities are enhancements which enable the repository to track and manage social interaction around managed content. They are delivered as extensions to the repository capabilities, its data model, and Application Programming Interfaces (APIs). At the time of general availability of FileNet Content Manager V5.2, the following social content management capabilities will not be usable from within IBM FileNet WorkPlace XT or IBM Content Navigator, which are the two user interface modules provided with FileNet Content Manager V5.2.

- User comments on managed objects
- Social tagging of managed objects

- Tracking document downloads
- Document recommendations
- Large content streaming
- Document thumbnails
- Document recycle bin
- Search result counts
- Content Search Services support for Roshal ARchive (RAR) archive file format
- Content Search Services support for XML namespaces and dates

Integration with IBM Connections

- Activity stream integration
- Ability for a user to follow document updates
- Public community support
- Connections search support
- Connections community user provisioning with Virtual Membership Manager, a component of IBM WebSphere® Application Server
- Multiple libraries per Connections community
- Document approval routing

Enterprise manageability

- Single Java^{TM} Platform Enterprise Edition (JEE) engine for Enterprise Content Management (ECM) services
- Web-based administration user experience
- Ability to execute hold and retention policies as directed by the IBM Information Lifecycle Governance Policy suite of products
- Content file compression for storage optimization
- Bulk move for storage area migration
- Content Search Services search optimization
- Live index optimization
- Support for single database for the Content Platform Engine content and process services

Key prerequisites

For details, refer to the Technical information section.

Planned availability date

March 15, 2013: Electronic availability

April 12, 2013: Media availability

Description

New features in IBM FileNet Content Manager V5.2.0

Social content management

The following social content management capabilities are enhancements, which enable the repository to track and manage social interaction around managed content. They are delivered as extensions to the repository capabilities, its data model, and Application Programming Interfaces (APIs). At the time of

general availability of FileNet Content Manager V5.2, the following social content management capabilities will not be usable from within IBM FileNet WorkPlace XT or IBM Content Navigator, which are the two user interface modules provided with FileNet Content Manager V5.2.

- User comments on managed objects

  – This feature provides users with the ability to add comments to documents and other objects managed by FileNet Content Manager. Users can add multiple comments or view the comment stream associated with any managed object.

- Social tagging of managed objects

  – This feature provides users with the ability to add tags to documents and other objects managed by FileNet Content Manager, making it easier to find objects at a later date without having to sift through directory structures. Users can add tags or view the tags associated with any managed object.

- Tracking document downloads

  – This feature provides users with the ability to see how many and which users are downloading specific documents from the repository. This helps document owners to understand the range of documents they manage, and consumers to understand the relevance of documents to their peers.

- Ability for users to recommend a document

  – This feature provides users with the ability to recommend individual documents in the repository and to see the aggregate of multiple recommendations in order to understand how a document is rated by its consumers.

- Large content streaming and large numbers of downloading users

  – This feature provides the ability to enable an optimized cache targeted at very large groups of users simultaneously retrieving the same content files or the optimized streaming of large individual files.

- Document thumbnail services

  – This capability adds a configurable service, which generates and persists thumbnails of documents as they are added to the repository, as well as the ability to add thumbnails to existing documents. This feature provides users with the option to view thumbnails alongside document properties in folders and search results. This provides more contextual information, thereby speeding and simplifying the discovery process when looking for specific documents.

- User centric recycle bin for deletion and recovery of documents

  – This feature provides users with a recycle bin for deleted documents. Items placed in the recycle bin can be deleted and purged later on, or if a document is needed before being purged, it can be recovered from the recycle bin without administrator intervention.

- Search result counts

  – When performing searches with large result sets, this new capability returns a lookahead count, determining the minimum number of rows in the result set.

- Content Search Services support for Roshal ARchive (RAR) archive file format

  – Content Search Services can now index and search the content of compressed archive files that use the .rar filename extension. These compressed archive files can be stored in the repository in their compressed state without the need for prior extraction. The new functionality makes it possible to search for and discover documents in the compressed files. A common case for this is RAR attachments for emails archived using IBM Content Collector.

- Content Search Services support for XML namespace and date

  – Content Search Services delivers the ability to search on many aspects of the structure of XML files. This release adds the ability to query on XML namespaces and date elements.

Integration with IBM Connections

- Activity stream integration for managed objects (documents, folders, and custom objects)

- As changes to documents occur, this activity is incorporated into the global, filterable Connections activity stream, providing users a single view of all relevant updates.
- Ability for a user to follow updates to managed objects

  - Users are able to follow documents allowing them to target which content becomes part of their activity stream.
- Public community support

  - If you are using IBM Connections with FileNet Content Manager as the document repository, this feature supports the use of the FileNet Content Manager repository as part of Communities which do not require membership. Documents stored in FileNet Content Manager as part of the community will be accessible to all Connections users.
- Connections search support

  - If you are using IBM Connections with FileNet Content Manager as the document repository, this feature enables the indexing of newly created and modified documents by IBM Connections search.
- Connections community user provisioning with WebSphere Virtual Membership Manager

  - If you are using IBM Connections with FileNet Content Manager as the document repository, this feature is designed to enable seamless user provisioning. As users are added to Communities, these members will also be provided secure access to FileNet managed documents, which are part of that Community.
- Multiple libraries per Connections community

  - If you are using IBM Connections with FileNet Content Manager as the back-end repository, each community within IBM Connections is able to configure multiple libraries. This provides more flexibility for the Community to organize and manage content as part of its activities.
- Document approval routing

  - If you are using IBM Connections with FileNet Content Manager as the document repository, this feature enables specified users to approve new documents, or updates to existing documents, before they are available to all community members.

Enterprise manageability

- Single Java Platform Enterprise Edition (JEE) engine for ECM services

  - The Content Manager, Process Manager, Case Analytics, and Component Manager services, which were previously separate engines each with their own installers, have now been combined into a single engine called the Content Platform Engine. Four separate installations are replaced by a single installation effort helping with configuration and administration efforts. This provides significant savings in time and effort for system administrators. Also, the consolidation of components into the Content Platform Engine is designed to significantly reduce the complexity of managing high availability and disaster recovery configurations.
- Web-based administration user experience

  - The administration functions, which were previously available only through installable desktop applications, such as IBM FileNet Enterprise Manager, are now delivered through a single browser-based web application.
- Framework for executing hold and retention instructions, which are passed down from the IBM Information Lifecycle Governance Policy suite of products

  - FileNet Content Manager V5.2 is designed to accept hold and retention policies from the IBM Information Lifecycle Governance Policy suite of products. The Information Lifecycle Governance Policy Suite has features and capabilities that provide a unified approach to define and syndicate governance policies and decisions on what information to preserve, retain, archive, protect, and delete. Retention and hold decisions, entered in the Information Lifecycle Governance Policy Suite, can be executed by any system capable of natively executing hold

and retention policy instructions. In this release, FileNet Content Manager can natively execute hold and retention instructions.

– The native retention and hold capabilities in FileNet Content Manager V5.2 are complementary to the records management function provided by IBM Enterprise Records. While FileNet Content Manager V5.2 provides native retention capabilities for business documents which are not records, IBM Enterprise Records provides full feature records management capabilities designed against the DoD 5015.02 standard to help organizations comply with regulatory requirements.

• Content file compression for storage optimization

– New file compression capabilities enable the user to optimize storage resource consumption. Compression can be enabled for any FileNet storage area, and can, therefore, be targeted at documents which will benefit from this storage optimization.

• Bulk move for storage area migration

– A new storage area management capability enables moving managed documents from one storage area to another. This includes moving content files between filestores, database stores, and supported protected storage devices. It also allows the migration of content files from Content Federation Services storage repositories to FileNet P8 native storage as the last phase of repository consolidation.

• Content Search Services search optimization

– When searches are executed combining full-text and relational criteria, FileNet Content Manager dynamically assesses the optimal order to execute the two parts of the query. This feature improves the response time for many hybrid queries.

• Live index optimization

– This feature optimizes the Content Search Services search indices by dynamically recognizing deleted items and unused disk space. This allows the search index to be automatically optimized for both performance and storage space usage without administrator intervention.

• Support for single database for the Content Platform Engine content and process services

– Previously, each new content or process repository required its own database. Content and process repositories may now be defined within a user specified database schema. This provides consistency for content and process repository, and allows scaling and application isolation while reducing the number of physical databases to be administered with the solution.

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 FileNet Content Manager is capable as of April 12, 2013, 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

Statement of direction

Feature deprecation and removal of Legacy Content Search Engine (LCSE)

- Removal of the LCSE

  – To address your concerns with the quality, scalability, and flexibility of the existing FileNet content search capabilities, a new and more modern search capability, based on Lucene technology, is now available.

  – The eventual replacement for LCSE, IBM Content Search Services, was first made available as a nonchargeable, bundled component of FileNet Content Manager V5.0, which became generally available in November, 2010. FileNet Content Manager V5.0 included both LCSE and Content Search Services options, to give you adequate time to accomplish the required migration to Content Search Services.

  – The deprecation of LCSE was announced in IBM FileNet Content Manager V5.1.

  – Content Search Services is now the basis for IBM's future search capability in releases starting with IBM FileNet Content Manager V5.2.

  – If you are currently staying on FileNet Content Manager V3.x Extended Support, extended support (offered for FileNet Content Manager V3.x) ended on September 30, 2012.

  – If you have FileNet Content Manager V5.0, you can continue to buy additional licenses that have LCSE bundled until the withdrawal from marketing of FileNet Content Manager V5.0, which is currently planned for 2015, and can continue to receive support for LCSE until end of support is announced for FileNet Content Manager V5.0.

  – You are advised to begin planning for the adoption of the new Content Search Services.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. 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.

Program number

Program number	VRM	Program name
5724-R81	5.2.0	IBM FileNet Content 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

FileNet Services V1.1 for Lotus® Quickr® is a component of FileNet Content Manager V5.2 (5724-R81). For detailed hardware requirements for FileNet Services for Lotus Quickr V1.1, refer to

http://www.ibm.com/support/docview.wss?uid=swg27013654

Content Manager Services V1.1 for Lotus Quickr is a component of Content Manager Enterprise Edition (5724-B19). For detailed hardware requirements, refer to

http://www.ibm.com/support/docview.wss?uid=swg27015723

Software requirements

For detailed software requirements for IBM FileNet Content Manager V5.2, refer to

http://www-947.ibm.com/support/entry/portal/Overview/Software/
Enterprise_Content_Manage ment/FileNet_Product_Family/
FileNet_Content_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.

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.

Security, auditability, and control

IBM FileNet Content 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.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

http://www.ibm.com/partnerworld/wps/bplocator/

Product information

Licensed function title	Product group	Product category
IBM FileNet Content Manager Authorized	FileNet Content Manager	FileNet Content Manager
IBM FileNet Content Manager Employee	FileNet Content Manager	FileNet Content Manager
IBM FileNet Content Manager External	FileNet Content Manager	FileNet Content Manager
IBM FileNet Content Manager Starter Pack Authorized	FileNet Content Manager	FileNet Content Manager

Program name	PID number	Charge unit description
IBM FileNet Content Manager Authorized	5724-R81	Per User Value Unit
IBM FileNet Content Manager Authorized	5724-R81	Per User Value Unit for Linux on System z
IBM FileNet Content Manager Employee	5724-R81	Per User Value Unit for Linux on System z
IBM FileNet Content Manager Employee	5724-R81	Per User Value Unit
IBM FileNet Content Manager External	5724-R81	Per User Value Unit for Linux on System z
IBM FileNet Content Manager External	5724-R81	Per User Value Unit
IBM FileNet Content Manager Starter Pack Authorized	5724-R81	Per User Value Unit

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 FileNet Content Manager

Part description	Part number
IBM FileNet Content Manager Starter Pack Authorized	
IBM FileNet Content Manager Starter Pack Authorized UVU Annual SW S&S Rnwl	E07MQLL
IBM FileNet Content Manager Starter Pack Authorized UVU Lic + SW S&S 12 Mo	D0AR8LL
IBM FileNet Content Manager Starter Pack Authorized UVU SW S&S Reinst 12 Mo	D0AR9LL

IBM FileNet Content Manager

Part description	Part number
IBM FileNet Content Manager Authorized	
FileNet Content Manager Authorized UVU Annual SW S&S Rnwl	E0501LL
FileNet Content Manager Authorized UVU Lic + SW S&S 12 Mo	D04AVLL
FileNet Content Manager Authorized UVU SW S&S Reinstate 12 Mo	D04AWLL

IBM FileNet Content Manager

Part description	Part number
IBM FileNet Content Manager External	
FileNet Content Manager External UVU Annual SW S&S Rnwl	E0503LL
FileNet Content Manager External UVU Lic + SW S&S 12 Mo	D04AZLL
FileNet Content Manager External UVU SW S&S Reinstate 12 Mo	D04B0LL

IBM FileNet Content Manager

Part description	Part number
IBM FileNet Content Manager Employee	
FileNet Content Manager Employee UVU Annual SW S&S Rnwl	E04ZWLL
FileNet Content Manager Employee UVU Lic + SW S&S 12 Mo	D04AKLL
FileNet Content Manager Employee UVU SW S&S Reinstate 12 Mo	D04ALLL

Passport Advantage trade-up licenses

IBM FileNet Content Manager

Precursor product	Trade-up product	Trade-up part number
IBM FileNet Content Manager External		
IBM FileNet Image Service	FN CM EXT UVU TU FM IS Trdup Lic + SW S&S 12 Mo	D0Q48LL
ileNet Content Services	FN Content Mgr Ext UVU Fm FN Content Svcs Ext UVU Trade Up Lic + SW S&S 12	D0CRALL

IBM FileNet Content Manager

Precursor product	Trade-up product	Trade-up part number
IBM FileNet Content Manager Employee		
IBM FileNet Image Service	FN CM EMP UVU TU FM IS Trdup Lic + SW S&S 12 Mo	D0Q47LL
FileNet Content Services	FN Content Mgr EMPUVU Fm FN Content Svcs EmpUVU Trade Up Lic + SW S&S 12 Mo	D0CRCLL

IBM FileNet Content Manager

Precursor product	Trade-up product	Trade-up part number
IBM FileNet Content Manager Authorized		
IBM FileNet Image Service	FN CM Aut UVU TU FM IS Trdup Lic + SW S&S 12 Mo	D0Q46LL
IBM Content Manager iSeries®	FN Content Manager AUVU Fm Content Mgr iSeries AUVU TradeUp Lic + SW S&S 12	D0CZILL
FileNet Content Services	FN Content Mgr AUVU Fm FN Content Services AUVU Trade Up Lic + SW S&S 12	D0CRBLL
IBM FileNet Content Manager Starter Pack	FileNet CM Auth UVU fr FN CM Str Pck Auth UVU Trade Up Lic + SW S&S 12	D0AR1LL

Passport Advantage supply

Program name/description	Part number
IBM FileNet Content Manager V5.2.0	
IBM FileNet Content Manager V5.2.0 Multiplatform Multilingual Media Pack	BQ037ML

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 FileNet Content Manager V5.2.0

Entitled maintenance offerings description	Media packs description	Part number
IBM FileNet Content Manager Starter Pack Authorized User Value Unit	IBM FileNet Content Manager V5.2.0 Multiplatform Multilingual Media Pack	BQ037ML

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 or zEnterprise® BladeCenter® Extension

Order the part numbers that follow when the product is intended to run on the zEnterprise BladeCenter Extension and/or Linux™ operating system on System z IFL engines. If the product is not intended to run in these environments, 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 FileNet Content Manager

Part description	Part number
IBM FileNet Content Manager External	
FileNet Content Mgr Linux on System z External UVU Annual SW S&S Rnwl	E07AULL
FileNet Content Mgr Linux on System z External UVU Lic + SW S&S 12 Mo	D09VXLL
FileNet Content Mgr Linux on System z External UVU SW S&S Reinstate 12 Mo	D09VYLL

IBM FileNet Content Manager

Part description	Part number
IBM FileNet Content Manager Employee	
FileNet Content Mgr Linux on System z Employee UVU Annual SW S&S Rnwl	E07AZLL
FileNet Content Mgr Linux on System z Employee UVU Lic + SW S&S 12 Mo	D09W8LL
FileNet Content Mgr Linux on System z Employee UVU SW S&S Reinstate 12 Mo	D09W9LL

IBM FileNet Content Manager

Part description	Part number
IBM FileNet Content Manager Authorized	
FileNet Content Mgr Linux on System z Authorized UVU Annual SW S&S Rnwl	E07AYLL
FileNet Content Mgr Linux on System z Authorized UVU Lic + SW S&S 12 Mo	D09W3LL
FileNet Content Mgr Linux on System z Authorized UVU SW S&S Reinstate 12 Mo	D09W4LL

Trade-up licenses for cross-platform products

IBM FileNet Content Manager

Precursor product	Trade-up product	Part number
IBM FileNet Content Manager Authorized Content Manager for iSeries	FN Content Mgr AUVU Linux on Sys z fm CM for iSeries AUVU Trade Up Lic +	D0CZRLL
IBM FileNet Image Services	FileNet Content Manager Auth Per User VU Linux on System z Trade Up Lic +	D0Q2QLL

IBM FileNet Content Manager

Precursor product	Trade-up product	Part number
IBM FileNet Content Manager External		
IBM FileNet Image Services	FileNet Content Mgr Ext User Per User VU Linux on System z Trade Up Lic +	D0Q2SLL

IBM FileNet Content Manager

Precursor product	Trade-up product	Part number
IBM FileNet Content Manager Employee		
IBM FileNet Image Services	FileNet Content Manager EMP Per User VU Linux on System z Trade Up Lic + S	D0Q2RLL

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 FileNet Content Manager	5724-R81	L-KFAL-92PLKD

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 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.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and

reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM , which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent . In addition, ESA now includes a powerful Web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent , refer to

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

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

Benefits

Increased uptime: The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM . The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

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

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Corrections

(Corrected on August 5, 2013)
Updated the last bullet in the Statement of direction.