IBM Enterprise Content Management delivers new capabilities for IBM Case Manager V5.3.2, IBM Content Foundation V5.5, IBM FileNet Content Manager V5.5, IBM Daeja ViewONE Virtual V5.0.3, IBM Content Navigator V3.0.3, and IBM Datacap V9.1.3

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Overview

IBM(R) Enterprise Content Management (ECM) continues to deliver ever-increasing business value by enhancing the following products:

- IBM Case Manager V5.3.2 offers enhancements and new widgets to improve ease of use.
- IBM Content Foundation V5.5 and IBM FileNet(R) Content Manager V5.5:
  - Provide enhanced usability with a completely updated bundle of supporting products and a Continuous Delivery model
  - Offer a connector to access Cloud Object Storage, including highly scalable IBM Cloud Object Storage, which can be used as archival storage for storing content that is infrequently accessed
- IBM Content Navigator V3.0.3 and IBM Daeja(TM) ViewONE Virtual V5.0.3 provide an improved UI experience and an extended set of new features.
- IBM Datacap V9.1.3 enhances the Navigator user interface, improves design tools, and provides a new high-speed web-based scanning and indexing capability. IBM Datacap Insight(TM) Edition V9.1.3 includes new text analytics and classification methods with connectors to Watson(TM) services.

Key prerequisites

Case Manager supports Windows(TM) and Linux(R).

For details, see the Software requirements section.

Planned availability date

- December 7, 2017
- December 15, 2017: IBM Datacap

Description
Case Manager V5.3.2

Case Manager is a platform for designing and deploying solutions that help people gather the right content, apply analytics for faster, more accurate decisions, and take action to assure better business outcomes. With Case Manager, organizations bring focus to the overabundance of content, both structured and unstructured, on premises, in the cloud, in the office, or in the field with mobile devices. Decision-makers in all industries work smarter with these IBM Advanced Case Management (ACM) offerings, which encompass documents, data, social media, video, audio, images, and GPS data. For compliance with industry standards, it provides:

- Flexible workflow controls
- Access to powerful analytics and dashboards
- Collaboration tools for internal and external workers
- Complete audit tracking

New in Case Manager V5.3.2:

- Business Objects support, including reusable objects stored in the case
- Calendar support for case works, featuring a new widget and capability to subscribe to and create Quick Task from the calendar
- Case Lifecycle view with Case Status Progress Bar
- Assignment and management of case teams and owners, limiting access to specific teams and roles
- Case Health view, providing display and analysis of case history and an overall health indicator with insights

Removed from IBM Case Foundation V5.3:

The following platform support has been removed from IBM Case Foundation V5.3 releases:

- JBoss Application Server
- HP-UX Operating System
- HP Itanium™ Operating System
- Solaris Operating System

Content Foundation V5.5 and FileNet Content Manager V5.5

These offerings provide full content lifecycle and document management capabilities. Delivering a fast, cost-effective solution for improved control of existing and new types of content, Content Foundation and FileNet Content Manager provide superior scalability, security, stability, mobility, and cross-platform ECM capabilities.

- Provides a unified extensible experience
- Consolidates ECM platforms
- Enables ECM scalability and reduced costs
- Enables custom application development

New in version 5.5:

- Content Process Engine support for the S3 connector. This enables Cloud Object Storage access. Cloud Object Storage must be purchased separately.
- New security role object that provides administrators with a single access point that represents a security role, which identifies the type of access that will be granted. This security role can then be referenced on a set of documents or folders.
- Change to continuous delivery support model. These two offerings now employ the continuous delivery support model. For details on the continuous delivery support model, see the IBM Software Support Lifecycle Policy website.
Removed in version 5.5:

The following platform support has been removed from FileNet Content Manager V5.5 and Content Foundation V5.5 releases:

- JBoss Application Server
- HP-UX Operating System
- HP Itanium Operating System
- Solaris Operating System

IBM Composite Platform Installation Tool (CPIT) has been removed from FileNet Content Manager V5.5 and the Content Foundation V5.5 releases.

When configuring a new IBM Cloud Object Storage storage device, use the S3 connector instead of OpenStack. IBM Cloud Storage has removed support for the OpenStack protocol.

**Content Navigator V3.0.3**

Content Navigator is the unified ECM experience platform that spans mobile, web, and desktop form factors. It includes features that make it easy to create, share, manage, and collaborate on content by using ECM products, key partner solutions, and third-party content repositories. In addition to being a modern, easy-to-use experience, Content Navigator is a versatile open-standards-based platform designed for building custom ECM applications.

New in Content Navigator V3.0.3:

- UI experience update with theme support. Support custom themes that are based on the new default UI style introduced in Content Navigator V3.0.1.
- New navigation for selecting features and selecting repositories.
- Print service that replaces existing applet service and provides new capabilities, such as example given, cover page, header, footer, and annotation summary.
- Security role object support. Map the new Content Platform Engine V5.5 security role objects to entry template definitions.

**Daeja ViewONE V5.0.3**

Daeja ViewONE Virtual provides a consistent viewing experience for a wide variety of content formats, enabling users to open, review, mark up, and redact content without requiring the use of expensive native applications. Daeja ViewONE Virtual works on desktops, web, and mobile applications.

New in Daeja ViewONE V5.0.3:

- UI experience update with improved scrolling capabilities, including example given and thumbnail view scroll support.
- New navigation experience of features within the virtual viewer.
- Print service for virtual viewer. Provides cover page, header, footer, and annotation summary; includes print service APIsplit and merge documents with page-level manipulation.

**IBM Datacap V9.1.3**

Datacap enables organizations to streamline the capture, recognition, and classification of business documents and to quickly and accurately extract important information from those documents for use by business users and in applications. Datacap supports multichannel capture by processing paper documents on scanners, mobile devices, multifunction peripherals (MFPs), or fax. Datacap also supports digital files, such as PDF, Microsoft Office files, and image format files that are created by users, as output from applications, or that are digitally faxed or emailed to their organization.
Datacap Insight Edition, an optional add-on product to Datacap, delivers advanced cognitive capture capabilities that enable IBM Datacap to process documents with the help of machine learning technologies.

**New in Datacap V9.1.3**

- High speed manual scan and index via Datacap Navigator
- Design/test tool improvements
- Additional Datacap Navigator UX improvements

**New in Datacap Insight Edition V9.1.3:**

- Connector to Watson services
- Bulk redaction for FileNet repository documents
- Easier to create applications with new app templates, rulesets, and actions

**Accessibility by people with disabilities**

A US Section 508 Voluntary Product Accessibility Template (VPAT), containing details about accessibility compliance, can be found on the IBM Accessibility website.

**Statement of general direction**

Deprecation notice: IBM intends to remove support for WebLogic in a future release IBM Case Manager.

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 remain at our sole discretion.

**Program number**

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<td>IBM Content Foundation</td>
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<td>5724-R81</td>
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**Offering Information**

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage and Passport Advantage Express website.
Publications

For more information about Case Manager, see the technical documentation in IBM Knowledge Center.

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Software requirements

Case Manager requires a workstation that is capable of supporting one of the following operating systems:

- AIX® 7.1, or later
- Red Hat Enterprise Linux (RHEL) Server 7.1, or later
- SUSE Linux Enterprise Server (SLES) 11 and 12
- Windows Server 2012 and 2012 R2
- Windows Server 2016

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, which will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Ordering information

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Passport Advantage

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Resource Value Unit (RVU)

Resource Value Unit (RVU) is a unit of measure by which the Program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the Program. Licensee must obtain sufficient entitlements for the number of RVUs required for Licensee's environment for the specific resources as specified in the table below. RVU entitlements are specific to the Program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource.

Note to Web Page Reader: Specific user table can be found on IBM Value Unit Exhibits for Passport Advantage Software.

Notes:

- Some programs may require licenses for the Resources available to and the resources being managed by the Program. In that case, the following applies. In addition to the entitlements required for the Resources used by the Program directly, Licensee must obtain entitlements for this Program sufficient to cover the Resources 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 Resources used by the Program directly, Licensee must obtain entitlements for this Program sufficient to cover the Resources managed by the Program.

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.
Agreement for Acquisition of Software Maintenance

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program 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. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

L-VSAY-ASA3F5 -IBM Case Manager 5.3.2
L-VSAY-ARNRSE -IBM FileNet Content Manager 5.5
L-VSAY-ASA39P -IBM Content Foundation 5.5
L-SYUE-ASA2H4IBM -Daeja ViewOne Virtual 5.0.3
L-SYUE-ARSUZS - Content Navigator 3.0.3

See the License Information documents page on the IBM Software License Agreement website for more information.

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 about known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the IBM Software 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 two years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect.

This technical support allows you to obtain assistance (by telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to versions, releases, and updates (CD releases, Long Term Support Releases or fixes) of the program. You will be notified, through an announcement letter, of discontinuance of support with six months' notice. If you require additional technical support from IBM,
including an extension of support beyond the discontinuance date, contact your IBM representative. This extension may be available for a fee.

For additional information about the IBM Software Support Lifecycle Policy, see the IBM Software Support Lifecycle Policy website.

**Money-back guarantee**

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

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

**Software Subscription and Support applies**

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 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.

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For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the Passport Advantage and Passport Advantage Express website.
Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion 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 regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Passport Advantage

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