



IBM Connections V4.0 enables professional networks and communities to reinvent how people innovate and work together

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At a glance

IBM® Connections V4.0 is designed to help you:

- Track the activity of your network and respond more quickly using the embedded experience within the activity stream.
- Bring external applications and content into the activity stream to respond in context, saving time and reducing context switching.
- Track and respond to the activities of community members using the community-centric activity stream and embedded experience.
- Quickly bring content from external sites and related communities into your community for faster response and better customer service.
- Develop insights into community adoption and usage with new standard and customizable metrics and graphical reports.
- Receive relevant recommendations on people and content using social analytics that now also utilize status updates and microblogging content.
- Use hashtags to follow important topics and "Like" updates with a single click.
- Schedule team events and incorporate into a personal calendar using a new community calendar.

Overview

IBM Connections V4.0 is social software for business that provides an exceptional social platform that helps enable you to access the right people and internal and external content in your professional networks and communities.

Benefits

- Engage instantly and in context to get business done by staying on top of relevant activity in your professional networks and communities
- Act quickly and be responsive to customers by pivoting rapidly between internal and external communities
- Create an ideal community experience and anticipate the needs of a community by monitoring social activity and participation
- Increase personal and organizational effectiveness by creating, connecting, and sharing in one easy to use social experience

New capabilities

Take action faster

From within your activity stream, you can view and act on an aggregated list of updates from across your network and from third-party applications. With IBM Connections V4, you can now open a view that allows you to take action immediately on the content in your activity stream. Each update in the activity stream has an associated view powered by OpenSocial gadgets, which provides an embedded experience. This embedded experience provides a user interface from which you can, for example, comment on, follow, or "Like" an item, as well as download files, share content, and view tags from within your activity stream.

Foster community growth and participation on projects

The activity stream is now available to communities, allowing community members to visualize what other members are doing. You can share status with members of your community. You can also integrate third-party applications into the community activity stream to provide visibility and easy action from within the activity stream using the embedded experience. New metrics capabilities allow community owners to monitor the adoption and vitality of their community. Insights gained from the metrics can help a community owner take actions that can make the community more useful for members, which can lead to increased community membership and participation. A new calendar provides a central place to plan and coordinate community team events.

Collaborate more effectively with teammates

New features help you work more effectively with teammates. Owners and editors can lock and unlock a file. The redesigned files summary page and tabs provide more information such as in which folders the file resides and whether the file is referenced by status updates. Team discussions in forums are enhanced with new features such as adding content from a web page or IBM Connections source to a forum topic with the click of a button. Project management is facilitated with new Activity capabilities such as converting an entry into a to-do item.

Key prerequisites

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

Planned availability date

September 7, 2012: Electronic availability

October 2, 2012: Media availability

Refer to the complete letter for national language availability.

Description

IBM Connections V4.0 introduces new features across its set of integrated applications to help make collaboration within your organization easier.

Home Page: The Home Page application helps provide individuals with a consolidated view of their social data from across all of the IBM Connections applications.

Home Page updates

Enhanced user interface

- The Home Page user interface makes it easier to find information that is important to you.
- Navigation on the Home Page is simplified through the replacement of the Updates tab and the Widgets tab with new selectable viewing options views that are available from the navigation sidebar. These viewing options permit you to filter the content displayed as well as check for your latest updates and notifications.

Actionable activity stream items

- A pop-up dialogue box allows you to take action immediately on the content in your activity stream. For instance, you can comment on, follow, or "Like" an item, as well as download files, share content, and view tags from within your activity stream.

Increased awareness of upcoming events

- The Community Events widget is available from the Updates view. This widget helps you to keep track of upcoming community events that you are attending and that you are following.

Added flexibility in status updates

- Attach files to your status updates
- Preview images and download files to work on them locally
- Tag your updates with hashtags to make them easier for others to find
- Repost news stories to share information with people who are following you
- Provide feedback in status updates by using a single click to indicate "Like"
- Search across status updates to leverage intellectual capital created in these conversations

Communities: The Communities application connects individuals with a common interest, responsibility, or area of expertise to share information, exchange ideas, and collaborate on projects.

Communities updates

Increased awareness of community events and updates

- The events widget allows community owners to share information about upcoming events with the rest of the community.
- You can keep people in your community up-to-date by posting your personal status to the Status Updates page for the community.
- The Recent Updates view provides a centralized place to see what is new in a community.

Foster community growth and involvement

- A community owner can view graphs of community activity to develop a deeper understanding of the community's adoption and usage.
- You can use the Related Communities widget to monitor what is happening in other communities, and also suggest communities for colleagues to join.
- More information can be added to the community description, and it is collapsible.
- Lightweight Directory Access Protocol (LDAP) groups can now be added as members of a community.

Work on project files with community members

- Share personal file folders with communities
- Give community members access to edit files you own
- Move files uploaded to a community to trash; from trash you and others can restore or delete the files

Recommendations: Social analytics provide recommendations about people to connect with and content to view.

Recommendations updates

Recommendations become more relevant

- Status updates and microblogging content are now included in the analysis of the relationships that are used to recommend content and people in the social analytics widgets.

Files: The Files application helps provide a fast and easy way to share files with individuals and groups. The model is simple. You upload a file of any type and add readers and editors to it.

Files updates

Added flexibility in file handling

- Upload multiple files at the same time.
- Download all of the files in a view.
- Add files to a folder during upload.
- Select and perform actions on multiple files at one time.
- Delete a file version.
- Stop sharing files that were shared with you. For example, if someone shared a file with you, and then you shared the file with a community, you can stop sharing with the community.
- The owners and editors of a file can lock and unlock the file.
- A graphic "Like" option is now available on the file page and the "Recommend" file option has been changed to a "Like" file option.
- For files that you are adding or have added to a folder, you can give access to those files to anyone who has access to the folder.
- The files summary page and tabs have been redesigned to provide more information such as in which folders the file resides and whether the file is referenced by status updates.

Forums: The Forums application provides a convenient way to create an online discussion board where people can ask questions, share their experiences, and discuss topics of common interest.

Forums updates

Forum discussions become more adaptive to the needs of the team

- You can add content from any web page to a forum topic by clicking a "Discuss This" button in your browser tool bar.
- When a user is notified by email that someone has added a topic to a forum, the user can reply to this topic in an email. This action creates a response to which the user can add content and then send the email.
- The Reply email action creates a new forum topic as a response to the topic they were notified about in the email. Attachments in the email are added to the response topic.

Activities: The Activities application helps individuals create online work areas where they and their teammates can gather together the emails, Instant Message (IM) chats, documents, messages, and other information that they need to accomplish a business objective.

Activities updates

Increased flexibility

- In an activity entry, you can link to files and folders in the Files application.
- Activity owners can convert an entry into a to-do item.
- Activity owners can go to the Members view to make an activity public.

Enhanced usability

- Activity members are now displayed in a Members view within the activity instead of in a Members section in the navigation pane.
- Titles and descriptions in activity entries are automatically saved so that if you are unexpectedly disconnected from the application, you do not lose your latest changes.

Bookmarks: The Bookmarks social bookmarking application helps you save, organize, and share bookmarks as well as discover bookmarks that have been qualified by others.

Bookmarks updates

Enhanced usability

- A new user interface makes it easier for you to access and manage bookmarks

Increased integration

- When you install the Add Bookmark browser button, you also have the option to install Discuss This and Related Community browser buttons for posting web pages to an IBM Connections forum or linking together related communities.

Profiles: The Profiles application helps you locate the people you need by searching across your organization using keywords that help identify expertise, current projects, and responsibilities.

Profiles updates

- Status messages and responses, along with information about other actions performed by the profile owner are now consolidated under a new Recent Updates tab, making them easier to find.
- Information under the Recent Updates tab can be filtered by category such as status updates, blogs, and so forth.
- A redesigned business card has an improved layout and easier access.

Wikis: The wikis application provides a convenient online method for teams to author content collaboratively, edit it, and then publish it. This is designed to help businesses create content faster, and also improve its quality by utilizing input from a variety of experts.

Wiki updates

- You can view wikis by your role, such as wikis you own, are an editor of, are a reader of, and are following.
- See wikis you are following by clicking I'm Following.

Expanded editing features

- Wiki updates
 - Administrators can divide toolbars into multiple toolbars.
 - You can navigate between toolbars with the Tab key.
 - Toolbars now include a button for adding and editing iFrames.

- The wiki editor area expands downward as you add content.
- As your editing space expands, a toolbar displays even if scrolling is required.

Reference information

Refer to Software Announcement [ZP11-0595](#), dated October 18, 2011 .

Availability of national languages

Product description	Language	GA date
IBM Connections Profiles V4.0.0	Multilingual (Portuguese, French, Danish, Catalan, Kazakh, Russian, Hebrew, Arabic, Thai, Korean, Chinese - Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, German, Swedish, Japanese, Chinese - Traditional, Hungarian, English, Slovenian, Greek, Turkish, Dutch, Czech, Italian, Finnish, Polish)	October 2, 2012

Program number

Program number	VRM	Program name
5724-S68	4.0.0	IBM Connections

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/>

Contact your IBM representative for course information.

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

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

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

Visit

<http://www-01.ibm.com/support/docview.wss?uid=swg27012786>

Software requirements

Refer to [Hardware requirements](#) section.

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

This product is available through IBM Passport Advantage in a Passport Advantage media pack or via electronic download. Publications are not shipped with the product.

The Licensing Information form number for IBM Connections is L-CMAS-8D9PLG.

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.

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Ordering information

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

<http://www-306.ibm.com/software/support/pa.html>

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

Product information

Licensed function title	Product group	Product category
IBM Connections	IBM Connections	IBM Connections
IBM Connections Extension from Notes® or Domino® w/Ltd Entitle to Connections	IBM Connections	IBM Connections
IBM Connections Extension from WS Portal w/Ltd Entitlement to Connections	IBM Connections	IBM Connections
IBM Connections Profiles	IBM Connections	IBM Connections
Program name	PID number	Charge unit description
IBM Connections	5724-S68	Per Authorized User
IBM Connections	5724-S68	Per Authorized User for Linux on System z
IBM Connections	5724-S68	Per Processor value Unit (PVU)
IBM Connections	5724-S68	Per Processor value Unit for Linux™ on System z
IBM Connections Extension from Notes or Domino w/Ltd Entitle to Connections	5724-S68	PA Per Authorized User
IBM Connections Extension from Notes or Domino w/Ltd Entitle to Connections	5724-S68	Per Authorized User for Linux on System z

IBM Connections Extension from WS Portal w/Ltd Entitlement to Connections	5724-S68	PA Per Authorized User
IBM Connections Extension from WS Portal w/Ltd Entitlement to Connections	5724-S68	Per Authorized User for Linux on System z
IBM Connections Profiles	5724-S68	Per Authorized User for Linux on System z
IBM Connections Profiles	5724-S68	Per Authorized User

Charge metrics definitions

Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU Table by processor value, brand, type, and model number at

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

and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the webpage below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores* in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

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

* An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

Notes :

- Some programs may require licenses for the program **and** what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- Some programs may be licensed on a managed basis **only** . In that case, the following applies: Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the program, licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

Passport Advantage program licenses

IBM Connections

Part description	Part number
IBM Connections Profiles	
IBM Connections Profiles Authorized User Annual SW S&S Rnw1	E03VFLL
IBM Connections Profiles Authorized User Lic + SW S&S 12 Mo	D6159LL
IBM Connections Profiles Authorized User SW S&S Reinstate 12 Mo	D615ALL

IBM Connections

Part description	Part number
IBM Connections Extension from Notes or Domino w/Ltd Entitle to Connections	
ConnExt Fr Conn Lim Enti PA Per Authorized User Annual SW S&S Rnw1	E0DA9LL
ConnExt Fr Conn Lim Enti PA Per Authorized User Lic + SW S&S 12 Mo	D0N7VLL
ConnExt Fr Conn Lim Enti PA Per Authorized User SW S&S Reinstate 12 Mo	D0N7WLL

IBM Connections

Part description	Part number
IBM Connections	
IBM Connections Authorized User Annual SW S&S Rnw1	E03VJLL
IBM Connections Authorized User Lic + SW S&S 12 Mo	D6158LL
IBM Connections Authorized User SW S&S Reinstate 12 Mo	D615ILL
IBM Connections for Extranet Proc Value Unit (PVU) Annual SW S&S Rnw1	E03VKLL
IBM Connections for Extranet Proc Value Unit (PVU) Lic + SW S&S 12 Mo	D615JLL
IBM Connections for Extranet Proc Value Unit (PVU) SW S&S Reinst 12 Mo	D615KLL

IBM Connections

Part description	Part number
IBM Connections Extension from WS Portal w/Ltd	

Entitlement to Connections ConnExt WSPot w/Ltd EntiConn PA Per Authorized User Annual SW S&S Rnw1	E0EICLL
ConnExt WSPot w/Ltd EntiConn PA Per Authorized User Lic + SW S&S 12 Mo	D0T6WLL
ConnExt WSPot w/Ltd EntiConn PA Per Authorized User SW S&S Reinstate 12 Mo	D0T6XLL

Passport Advantage trade-up licenses

IBM Connections

Precursor product	Trade-up product	Trade-up part number
IBM Connections IBM Connections Activities	Tradeup to Cnnctns AU Lnx Sz fr Cnnctns Activities AU Lnx Sz Lic+SW S&S12Mo	D0C5ELL
IBM Connections Profiles	Tradeup to Cnnctns AU Lnx Sz fr Cnnctns Profiles AU Lnx Sz Lic+SW S&S 12 Mo	D0C5DLL
IBM Connections Activities	Tradeup to Cnnctns AU from Cnnctns Activities AU Lic + SW S&S 12 Mo	D6157LL
IBM Connections Profiles	Tradeup to Cnnctns AU from Cnnctns Profiles AU Lic + SW S&S 12 Mo	D615BLL

Passport Advantage supply

Program name/description	Part number
IBM Connections Profiles V4.0.0 IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML

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 Connections Profiles V4.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Connection Profiles Authorized User for Linux on System z®	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections Authorized User for Linux on System z	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections Extension From a Notes or Domino product with Limited Entitlement to Connections PA per Authorized User	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections Extension From a Notes or Domino product with Limited Entitlement to Connections PA per Authorized User for Linux on System z	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections Extension from WS Portal w/Ltd Entitlement to Connections per Authorized User	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections Extension from WS Portal w/Ltd	IBM Connections V4.0 Multilingual Multiplatform	AY00QML

Entitlement to Connections per Authorized User for Linux on System z	Media Pack	
IBM Connections Processor Value Unit for Linux on System z	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections Profiles per Authorized User	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections per Authorized User	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML
IBM Connections per Processor Value Unit	IBM Connections V4.0 Multilingual Multiplatform Media Pack	AY00QML

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 Connections

Part description	Part number
IBM Connections Profiles	
IBM Connections Profiles AU for Linux on Sys z SW S&S Reinstate 12 Mo	D0C3LLL
IBM Connections Profiles Auth Usr for Linux on Sys z Annl SW S&S Rnw1	E08CILL
IBM Connections Profiles Auth Usr for Linux on Sys z Lic+SW S&S 12 Mo	D0C3KLL

IBM Connections

Part description	Part number
IBM Connections Extension from Notes or Domino w/Ltd Entitle to Connections	
ConnExt Fr Conn Lim Enti Per Aut.U.for Linux on Sys.z Annual SW S&S Rnw1	E0DA8LL
ConnExt Fr Conn Lim Enti Per Aut.U.for Linux on Sys.z Lic + SW S&S 12 Mo	D0N7TLL
ConnExt Fr Conn Lim EntiPer Aut.U.for Linux on Sys.z SW S&S Reinstate 12 Mo	D0N7ULL

IBM Connections

Part description	Part number
IBM Connections	
IBM Connections Auth Usr Linux on Sys z Annual SW S&S Rnw1	E08CGLL

IBM Connections Auth Usr Linux on Sys z Lic + SW S&S 12 Mo	D0C3GLL
IBM Connections Auth Usr Linux on Sys z SW S&S Reinst 12 Mo	D0C3HLL
IBM Connections for Extranet PVU for Lnx Sys z Annual SW S&S Rnw1	E08CHLL
IBM Connections for Extranet PVU for Lnx Sys z Lic + SW S&S 12 Mo	D0C3ILL
IBM Connections for Extranet PVU for Lnx Sys z SW S&S Reinst 12Mo	D0C3JLL

IBM Connections

Part description	Part number
IBM Connections Extension from WS Portal w/Ltd Entitlement to Connections	
ConnExt WSPot w/Ltd EntiConn Per Aut.U.for Linux on Sys.z Annual SW S&S Rn	E0EIDLL
ConnExt WSPot w/Ltd EntiConn Per Aut.U.for Linux on Sys.z Lic + SW S&S 12	D0T6YLL
ConnExt WSPot w/Ltd EntiConn Per Aut.U.for Linux on Sys.z SW S&S Reinst 12Mo	D0T6ZLL

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 Connections	5724-S68	L-CMAS-8D9PLG

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

Education allowance does not apply.

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage .

Statement of good security practices

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

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