IBM WebSphere Commerce — Express and WebSphere Commerce — Express, Developer Edition V5.5: Deliver fast, affordable e-commerce solutions for midmarket companies

Overview

WebSphere® Commerce — Express V5.5

WebSphere Commerce — Express is an easily installed, affordable, yet complete solution designed to help growing midmarket companies do business on the Web. Jump-start your online presence with the basics then grow with the industry leader as your needs change and grow. WebSphere Commerce — Express is:

- Affordable but complete, with all-in-one licensing that gives you everything you need for production, staging, and site development at one attractive price
- Easily installed, with a streamlined process that gets you ready to create and customize your store site quickly and in a minimal number of steps
- Ready to go with the capabilities you need to get started out-of-the-box, while providing many advanced features you can grow into
- Easy to administer, with tools that let midmarket customers manage their site effectively without special technical skills
- Built on open standards, freeing your company from proprietary platform restrictions

As part of the WebSphere Commerce V5.5 family, this offering shares many of its core attributes and can help midmarket firms:

- Strengthen and deepen business relationships
- Optimize sales, marketing, and brand experience

Key prerequisites

For details, refer to the Technical information section for details.

At a glance

WebSphere Commerce — Express delivers the following benefits:

- Affordable but complete, with all-in-one licensing that gives you everything you need for production, staging, and site development at one attractive price
- Easily installed, with a streamlined process that gets you ready to create and customize your store site quickly and in a minimal number of steps
- Ready to go with the capabilities you need to get started out-of-the-box, while providing many advanced features you can grow into
- Easy to administer, with tools that let midmarket customers manage their site effectively without special technical skills
- Built on open standards, freeing your company from proprietary platform restrictions

Planned availability dates

- September 30, 2003, electronic and physical (U.S. English versions)
- October 30, 2003, electronic and physical (U.S. English and national language versions)

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.
WebSphere Commerce — Express V5.5
An easily installed, affordable, yet complete solution enabling growing midmarket companies to do business on the Web.

WebSphere Commerce Solution Architecture

Robust out-of-box business processes enable best practices

Configurable Business Processes
- Marketing
- Selling & Merchandising
- Catalog & Content
- Trading
- Order Management

Individualized interactions based on unique relationships

Business Context Engine
- Roles, Relationships, & Agreements
- Personalization
- Analytics
- Globalization

Built on a scalable platform designed for business integration
Includes self-service tools to configure processes

WebSphere Commerce — Express

WebSphere Commerce — Express V5.5 includes a number of new features that are designed specifically to meet the needs of midmarket customers, but also shares many basic and more advanced e-commerce capabilities with the rest of the WebSphere Commerce family. Features and benefits include:

- Quick and easy installation — Designed to get you up and running fast so you can begin creating your store right away, WebSphere Commerce — Express includes the following install features:
  - Quick installation allows you to quickly perform a single processor install and create a WebSphere Commerce instance in a few steps with minimal user interaction
  - WebSphere Commerce Install Shield, based on Install Shield for Multi-platform Edition (ISMPE), is used to install all bundled software and helps provide for silent install of key elements such as WebSphere Application Server (WAS) and DB2 Express
  - Java™-based Problem Determination Tool analyzes the up-and-running logs and generates reports to help you quickly troubleshoot any problems

- Affordable, complete solution — With WebSphere Commerce — Express you’ll get a complete e-commerce software solution that addresses your needs for production, pre-production staging and development — all at one affordable price. There are no additional licenses to buy for the customer and catalog database or to support your QA staging needs. This means that you won’t have to pay extra at each step of the way as you build your site and its support environment. Up to two licenses of WebSphere Commerce — Express can be purchased.

- Streamlined production store creation — WebSphere Commerce — Express gives you tools, sample store models, fast-path documentation, and other capabilities to help you build your production store, speeding your time to market, and improving your return on investment (ROI).
  - Easy Start Guide — This document picks up right after installation and steps you through the store publishing and customization process, providing tips and techniques that will get you in production quickly.
  - Express Sample Store — Designed to help get a basic site up quickly, the Express Sample Store is streamlined to include the core capabilities required for online product presentation, search, and ordering. It can be customized to meet your specific needs and extended to utilize the more advanced features as you need them.
  - FashionFlow Sample Store — If you are ready now for more advanced online selling capabilities, the FashionFlow store model already has them built in. Use more advanced merchandising features such as auctions, e-coupons, and guided selling techniques that are ready to go in this store model.
  - Store configuration services — Lets non-technical users choose many of the features and shopping flows they want to include in the production store. Dreamweaver and other third-party JavaServer...
Pages development environments can be used in the store development process.

- **Easy-to-use tools** — WebSphere Commerce — Express comes with a broad collection of tools, many of which are wizard-based, for easy administration and management of your site. Most are built into a Web-based framework called WebSphere Commerce Accelerator, which can help you with everything from managing the look and feel of your store to creating and maintaining orders and tracking store activities. Here are just a few of the many supported features:
  - Product management tooling — Easily create, update, delete, and modify attributes and prices of your catalog entries with this powerful, yet intuitive Web-based tool. You can manage the catalog quickly and directly, easily finding and listing products to change then making simple or mass edits. The simple catalog tree structure makes it easy to add or delete product categories.
  - Store Style Editor — This tool makes it easy to change the basic look and feel of your store, including colors and location of action buttons, without special technical skills.
  - Store Text Editor — Non-technical persons can easily change the descriptive text that is included in the site pages and store flow with this editing tool.

- **Open standards support** — Built on accepted industry standards like Java technology, JavaServer Pages, EJB and XML, WebSphere Commerce — Express can be easily integrated to your existing, in-house developed middleware and systems including CICS®, MQSeries®, IMS™ products and SAP R/3.

- **Broad platform support** — WebSphere Commerce — Express supports your platform needs today and tomorrow, with support for Windows as well as the Linux and IBM @server iSeries™ operating systems.

- **Marketing and merchandising** — Closely target your customers with rules-based profiles then develop and execute campaigns and promotions that help you maximize your wallet share. WebSphere Commerce — Express provides you with advanced marketing and merchandising capabilities previously available only to large enterprise customers. Features such as targeted e-mail campaigns, advanced rules-based discounts, or promotions and tooling to create merchandising associations such as cross sells and up sells are provided.
  - Targeted marketing campaigns and promotions — Create a new marketing campaign with just a few clicks and then create promotions that can be closely targeted to customers based on profiles that you define.
  - E-mail campaigns — Allows you to create targeted e-mail campaigns for delivery of news and promotions, linking in JavaServer Page (JSP) templates you create externally in your development environment.
  - Advanced discounts and promotions — Rules-based discounts support complex promotion models such as shipping discount and “buy-one-get-one-free,” allowing you to closely target your customer’s needs.
  - E-Coupons — Provides tooling necessary to easily define, manage, and advertise E-Coupons. Includes support for multiple coupons, priority setting and ability to have guest shoppers capture/redeem E-Coupons and manage them using a coupon wallet.
  - Merchandising associations — Delivered via the product management tooling, this feature allows you to create associations between products, identifying them as a cross-sell, up-sell or replacement of a target product. This feature also allows you to easily group individual products together and sell as a package or bundle.

- **Product advisor** — Product advisor can be used by your customers to dynamically create an interactive online product catalog, giving them a variety of different ways to find what they want, including:
  - Parametric search — Makes it easy for consumer to drill down via different parameters such as price or features
  - Product exploration — Allows a customer to view a list of products which have matching parameter values within a given category of products
  - Product comparison — Allows your customer to view related products side-by-side to assess similarities and differences
  - Guided selling — Provides customer with a series of multiple-choice questions to guide them and help refine their search down to a smaller list of products

- **Multicultural support** — Lets you reach global customers by providing price, tax, and shipping calculations — in the currency format and language dictated by the shopper’s locale.

- **Advanced Order Management** — Provides capabilities that help you to optimize movement of products through the supply chain and deliver better service to your customer.
  - Available-to.promise inventory management — Your customers can receive estimated shipping dates for back-ordered products while you are able to keep track of inventory, anticipate demand, and track purchase order and receipts. Meanwhile, appropriate instructions including pick and pack lists are automatically provided to your fulfillment centers.
  - Returns and refunds — Enables customers to return products and get a refund or credit. It also completes the end-to-end inventory management system by allowing for the disposal or return to inventory of the product.

- **Analytics and business intelligence** — WebSphere Commerce Analyzer is a built-in analytical solution that enables you to analyze information related to customer e-commerce activities and use it to improve the effectiveness of your company’s marketing campaigns and promotions. The version included with WebSphere Commerce — Express significantly extends the analytical capabilities that were provided in previous versions of WebSphere Commerce. The following features are included:
  - A Business Intelligence infrastructure integrated DB2 Universal Database® (UDB).
  - A documented and customizable datamart.
  - Extraction, transformation, move and load (ETML) functions to extract and transform WebSphere Commerce operational data sources using aggregation and summarizing techniques. This now includes support for coupons, discounts, and multiple stores.

- **Analytics and business intelligence** — WebSphere Commerce — Express provides tooling necessary to easily define, manage, and advertise E-Coupons. Includes support for multiple coupons, priority setting and ability to have guest shoppers capture/redeem
- End-user Web analytical reporting enablement for the WebSphere Commerce Reporting Framework.

- **Operational reports** — Based on the WebSphere Commerce Reporting Framework, generates reports for you in real time that can provide useful information about the sales, traffic, and customers from your site.

- **Customer care** — Provides a cost-effective, easy-to-use means to provide customer services in a manner that ensures consistent data is shown to the end user and the customer service representative (CSR).

- **WebSphere Commerce Payments** — This feature provides you with a secure electronic payment process through a single, unified interface. WebSphere Commerce — Express allows the payments feature to be optionally installed if you already have a backend payment mechanism in place. Based on open standards-based technology, WebSphere Commerce Payments works with plug-ins called “payment cassettes” to support multiple payment protocols. Support for existing cassettes include OfflineCard, CustomOffline VisaNet, and BankServACH cassettes. Enhancements delivered in WebSphere Commerce — Express include:
  - Supports a new cassette for Paymentech including connectivity is added
  - Adds support for SSL Connectivity to VirtualNet system via VisaNet cassette
  - Adds support for SSL and Leased Line connectivity to the FHMS system via the VisaNet cassette
  - Provides Automatic restart of Commerce Payments without manual intervention to support 24 x 7 operation and recoverability

- **Powerful integration capabilities** — WebSphere Commerce — Express delivers a comprehensive, yet affordable, integration solution that can address your company’s needs through a mix of prepackaged and add-on capabilities. Key features include:
  - WebSphere Business Integration support — Provides a transport mechanism to interact with external systems through WebSphere Business Integration collaborations by sending synchronous messages and taking advantage of the built-in WebSphere Commerce messaging system.
  - Support for end-to-end integration with SAP through the WebSphere Business Integration Reference Application
  - WebSphere Commerce Messaging system — Supports the Java 2 Enterprise Edition Connector Architecture (J2EE/CA) standard, including JavaMail Connector, JMS Connector and File Connector
  - MQ Transport Adaptor — Upgrades to support J2EE/CA-compliant

- **Web Services** — You can allow WebSphere Commerce to be the service provider by enabling its business functions as Web services that can be accessed by external systems. You can also allow WebSphere Commerce to be the service requester by enabling it to invoke Web services hosted by external systems.

**WebSphere Commerce — Express Developer Edition**

Get a quick start creating your site with WebSphere Commerce — Express Developer Edition. Based on WSAD V5.1, the tooling that is included here is also included in WebSphere Commerce — Express and can be used by one developer. WebSphere Commerce — Express Developer Edition is provided if additional seats are required, and also provides powerful tools to customize and test your Web site and manage its assets within the WSAD environment on Windows 2000. Your developers will be able to take advantage of the tools and features provided by WSAD, including:

- Integrated visual Page Designer helps Web developers easily create HTML pages and JSP files.
- Workbench environment allows development teams to organize and manage Web development projects.
- Intuitive wizards make the creation of dynamic Web pages simple by generating JSP files, EJBs, and SQL statements and servlets based on your needs.
- Integrated applet designer allows you to quickly create Java applets in a visual development environment.
- Web art designer lets you create masthead images, button, and other graphics.
- Animated GIF designer makes it easy to create animated GIFs.

**Accessibility by people with disabilities**

The following features support use by people with disabilities:

- Supports interfaces commonly used by screen readers
- Can be operated using only the keyboard
- Supports interfaces commonly used by screen magnifiers
- Communicates all information independently of color
- Supports customization of display attributes such as color and font size
- Supports alternatives to audio information
- Does not flash the screen at rates that could induce epileptic seizures

**Trademarks**

IMS, e-business logo, and iSeries are trademarks of International Business Machines Corporation in the United States or other countries or both. WebSphere, DB2, CICS, MQSeries, and DB2 Universal Database are registered trademarks of International Business Machines Corporation in the United States or other countries or both. Microsoft and Windows are trademarks of Microsoft Corporation. Java is a trademark of Sun Microsystems, Inc. Other company, product, and service names may be trademarks or service marks of others.
Offering information

Product information will be available through the Offering Information Web site at:

http://www.ibm.com/common/ssi

Through the Passport Advantage® Web site at:

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

Publications

The following IBM publications are shipped with the media pack, as appropriate:

- WebSphere® Commerce — Express for Windows™ 2000 Quick Beginnings, V5.5 (GC09-7870)
- WebSphere Commerce — Express for Linux Quick Beginnings, V5.5 (GC09-7871)
- WebSphere Commerce — Express for OS/400® Quick Beginnings, V5.5 (GC09-7872)

The Publication Notification System (PNS) is available by order number/product number. If you currently subscribe to PNS, you automatically receive notifications by e-mail. To subscribe, visit:


The IBM Publications Center Portal:

http://www.ibm.com/shop/publications/order

The IBM 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, as well as payment options via credit card. A large number of publications are available online in various file formats, which can be downloaded free of charge. PNS subscribers most often order their publications via the Publications Center.

Displayable softcopy publications: The WebSphere Commerce publications are part of the product in PDF format on CD-ROM. An extensive online information system is also integrated into the product. Merchants can’t find conceptual, how to, and reference information to help create virtual stores and perform advanced customization. Access the information by:

- Visiting a Web site on your own system, after installing the product
- Viewing or printing PDF copies of the information
- Clicking on Help in the WebSphere Commerce Administrator

Technical information

Hardware requirements

Recommended minimum requirements for WebSphere Commerce — Express development environment:

For Windows 2000:

- IBM PC Server with Pentium™ III, or compatible processor, at 733 MHz, or higher
- 1.5 GB of RAM
- 2 GB of free disk space
- CD-ROM drive
- LAN adapter that supports the TCP/IP protocol
- Graphics-capable monitor

For Linux version:

- IBM PC Server with Pentium III, or compatible processor, at 733 MHz, or higher
- 1.5 GB of RAM
- 4 GB of free disk space
- CD-ROM drive
- LAN adapter that supports the TCP/IP protocol
- Graphics-capable monitor

For iSeries™ version:

- iSeries Server model 810-2465 with a CPW rating of 750, or higher
- 1.5 GB of RAM
- 1 GB of free disk space

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.

IBM United States
IBM is a registered trademark of International Business Machines Corporation.

203-234
• CD-ROM drive
• LAN adapter that supports the TCP/IP protocol
• Graphics-capable monitor

Recommended minimum requirements for WebSphere Commerce — Express production:

Production requirements vary widely depending on many factors associated with the creation and use of your Web site. Contact your IBM representative to help determine your specific requirements.

Recommended minimum requirements for WebSphere Commerce Analyzer:

For Windows 2000:
• IBM PC Server with Pentium IV, or compatible processor, at 1 GB MHz, or higher
• 1 GB of RAM
• 1 GB of free disk space for software installation
• 1 GB of free disk space for database (additional space required for data — depends on customer environment)
• 100 MB of free disk space on the system drive and 100 MB of free disk space on a drive for temporary use
• CD-ROM drive
• Graphics-capable monitor
• LAN adapter that supports the TCP/IP protocol

Software requirements

WebSphere Commerce — Express

Requires one of the following operating systems:
• Windows 2000 Server or Advanced Server Edition with Service Pack 3
• Red Hat Advanced Server V2.1 and SuSE Linux Enterprise Server Edition V8
• OS/400, V5.2 (5722-SS1), which includes:
  - DB2® UDB for iSeries, V5.2
  - IBM HTTP Server powered by Apache (5722-DG1)
  - Crypto Access Provider for iSeries, V5.2 (5722-AC3)
  - Host Servers (5722-SS1 Option 12
  - Digital Certificate Manager (5722-SS1 Option 34
  - QShell Interpreter (5722-SS1 Option 30)
  - Java™ Developer Kit V1.3 (5722-JV1 option 5)
  - DB2 Query Manager and SQL Development Kit for iSeries (5722-ST1)
  - AS/400® Toolbox for Java (5722-JC1)
  - TCP/IP Connectivity Utilities for iSeries, V5.2 (5722-TC1)
  - For WebSphere Commerce Administrator and Accelerator, Internet Explorer, V5.5
  - iSeries Client Access Family (5722-XW1 and 5722-XE1) (recommended)

WebSphere Commerce Analyzer

It is presumed that the customer already has an established installation of WebSphere Commerce — Express operating on a Windows 2000, Linux, or AS/400 platform:
• Operating system Windows 2000 Server with Server Pack 3
• Communications:
  - TCP/IP to WebSphere Commerce — Express production database
  - Shared file system (for example, NETBIOS, NFS, SAMBA, or other) between WebSphere Commerce Analyzer server and WebSphere Commerce — Express server
• Database access: WebSphere Commerce Analyzer can connect to and extract data from DB2 Express V8.1.
• Replication: If WebSphere Commerce — Express is installed on iSeries, then data replication requires DB2 DataPropagator™ for iSeries, V8.1 (5722-DP4), which must be acquired separately.

Planning information

Customer responsibilities: Consider the installation, design, implementation, and maintenance of the WebSphere Commerce system. It is recommended strongly that Global Services or Business Partners be used to assist in these activities, unless adequate in-house skills are available. To implement a complete WebSphere Commerce system, you or a Business Partner should have the following skills:
• Basic systems and network administration skills
• Understanding of TCP/IP protocols, including HTTP and SSL
• Experience in administering a Web server such as the HTTP Server
• Experience in creating Web Content using HTML and Java
• Understanding of relationship database concepts
• Ability to perform basic SQL queries
• Java programming skills for advanced customization

Direct customer support: Direct customer support is provided by IBM Operational Support Services — Support Line. This fee service enhances customers’ productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services — Support Line will help answer questions pertaining to usage, and suspected software defects for eligible products.

Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).
WebSphere Commerce — Express V5.5 are shipped on CD-ROM media. The following are included:

Media pack:
- WebSphere Commerce — Express Quick Beginnings Guide V5.5
- WebSphere Commerce — Express V5.5
- WebSphere Application Server V5
- WebSphere Application Server, Application Server Toolkit V5
- WebSphere Commerce — Express, Developer Edition V5.5
- WebSphere Application Studio Developer Edition V5.1
- DB2 UDB Express V8.1
- DB2 Client V8.1
- DB2 Connect® Personal Edition V8.1 (for iSeries only)
- WebSphere Commerce Analyzer for Windows, V5.5

WebSphere Commerce — Express Developer Edition V5.5 includes:

Media pack:
- WebSphere Commerce — Express, Developer Edition V5.5
- WebSphere Application Studio Developer Edition V5.1
- DB2 UDB Express V8.1
- DB2 Client V8.1

This program when downloaded from a Web site, contains the applicable IBM license agreement, and license information (LI), if appropriate and will be presented for acceptance at the time of installation of the program. The license and LI will be stored in a directory such as LICENSE.TXT for future reference.

Security, auditability, and control

WebSphere Commerce Products V5 uses the security and auditability features of Windows 2000, Linux, and OS/400.

The Secure Sockets Layer (SSL) protocol, an Internet open standard, is used to encrypt communications between Web browser and the Web server as well as between WebSphere Commerce components.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

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

Product Information

<table>
<thead>
<tr>
<th>Licensed function title</th>
<th>Product group</th>
<th>Product category</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere Commerce—Express</td>
<td>Net.Commerce(TM)</td>
<td>WebSphere Commerce Suite</td>
</tr>
<tr>
<td>WebSphere Commerce—Express Developer Edition</td>
<td>Net.Commerce</td>
<td>WebSphere Commerce Suite</td>
</tr>
</tbody>
</table>

WebSphere Commerce — Express

Each valid Proof of Entitlement (PoE) to the WebSphere Commerce — Express program authorizes you to install the program on one processor for production and on a second processor for pre-production staging purpose only. You must acquire additional PoE if the program is installed on more than two processors. You can purchase up to a maximum of two PoEs of the program.

Each PoE also allows one user to install and use the development tools portion of the program on a development workstation. Each additional user of the development tools must purchase additional PoE of the WebSphere Commerce — Express Developer Edition program.

WebSphere Commerce — Express Developer Edition

Each valid PoE to the WebSphere Commerce — Express Developer Edition program authorizes you to install and use the program, or any part of the program, on one processor for development purposes. Each PoE allows one user to use the development tools in the program. You must purchase an additional PoE for each additional user using the development tools.

DB2 UDB Express and DB2 Connect

DB2 UDB Express is included with WebSphere Commerce — Express to be used exclusively with WebSphere Commerce — Express. If WebSphere Commerce — Express is installed, the DB2 client portion must be installed on the same machines as WebSphere Commerce — Express and the DB2 server portion can be installed on a separate server.

In addition, you are authorized to install and use a copy of DB2 UDB Express and DB2 Connect components on the same processor as WebSphere Commerce Analyzer. WebSphere Commerce Analyzer is allowed to retrieve data used and generated by WebSphere Commerce — Express by using DB2 Data Warehouse Center for business analysis. To support connection to the database on iSeries, you are also authorized to install and use DB2 Connect component on the same processor as the WebSphere Commerce Analyzer.

Passport Advantage licensing

WebSphere Commerce-Express

Program name/description | Part number  
--------------------------|-------------|
WebSphere Commerce-Express Processor           | E010DLL    |
SW Maintenance Annual Renewal                  |            |
WebSphere Commerce-Express Processor License & SW Maintenance 12 Months | D52WJLL |
WebSphere Commerce-Express Processors SW Maintenance Reinstatement 12 Mo  | D52WKLL |

WebSphere Commerce-Express Developer Edition

Program name/description | Part number  
--------------------------|-------------|
WC-Express Developer Edition Users SW Maintenance Annual Renewal | E010ELL |
WC-Express Developer Edition Users License & SW Maintenance 12 Months | D52WMILL |
WC-Express Developer Edition Users SW Maintenance Reinstatement 12 Mo  | D52WNILL |

In addition, the following upgrade part numbers from WebSphere Commerce-Express products are being announced.
### Terms and conditions

**Licensing**: IBM International Program License Agreement (IPLA). Proofs of Entitlement (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.

**Limited warranty applies**: Yes

**Warranty**: This program has warranty for a minimum of one year from acquisition from IBM or authorized Business Partner. The warranty provided to the customer, for at least one year from acquisition, is access to data bases (read Web sites) for program information, FAQs, including any known fixes to defects, which the customer can download or obtain otherwise and install at their leisure.

**Money-back guarantee**: If for any reason you are dissatisfied with the program, return it within 30 days from the invoice date, to the party (either IBM or its reseller) from whom you acquired it, for a refund. This applies only to your first acquisition of the program.

**Copy and use on home/portable computer**: No

**Volume orders (IVO)**: No

**Passport Advantage applies**: Yes and through the Passport Advantage Web site at:

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

**Usage restriction**: Yes

All products require the correct licensing terms. The software products provided on the product media are provided solely for use with your licensed use of the WebSphere Commerce product as described in the program unique license information that is provided to you electronically. The following restrictions apply to WebSphere Commerce — Express:

- You are allowed to purchase up to a maximum of two PoEs.
- Each PoE allows you to install the program on a production server and a staging or preproduction server.
- Each PoE includes one user to use the development tools. Each additional user will be required to purchase PoE of the WebSphere Commerce — Express, Developer Edition
- Each PoE allows you to have a maximum of five stores in the production server.
If the total number of processors or total number of stores exceeds the number authorized by the applicable PoEs acquired under Passport Advantage, you must notify IBM or its reseller as stated in the IPLA.

Software maintenance applies: Yes

Software Maintenance, previously referred to as Subscription and Technical Support, is now included in the Passport Advantage Agreement. Installation and technical support for the products announced in this letter is provided by the Software Maintenance offering of the IBM International Passport Advantage Agreement. This fee service enhances customer productivity by providing voice and/or electronic access into the IBM support organizations.

IBM includes one year of Software Maintenance with the initial license acquisition of each program acquired. The initial period of Software Maintenance can be extended by the purchase of a renewal option that is available.

While your Software Maintenance is in effect: IBM provides you assistance for your routine, short duration, installation, and usage (how-to) questions; and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only 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, every day of the year. For additional details, consult your IBM Software Support Guide at:

http://techsupport.services.ibm.com/guides/handbook.html

Software Maintenance does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under this agreement.

For more information, about the Passport Advantage Agreement refer to the IBM International Passport Advantage Agreement Software Announcement 201-202, dated July 10, 2001. or visit the Passport Advantage Web site at:

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

IBM Operational Support Services — Support Line: No

iSeries Software Subscription applies: No

Prices

Contact your IBM representative for pricing information for this announcement.

To identify your local IBM Business Partner or IBM representative, call 800-IBM-4YOU (426-4968).

Note: Shipments will begin after the planned availability date.

Order now

To order, contact the Americas Call Centers or your local IBM representative.

To identify your local IBM representative, call 800-IBM-4YOU (426-4968).