IBM Security Access Manager for Mobile V8.0 helps protect mobile users and applications against fraudulent and unauthorized access

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Overview

IBM® Security Access Manager for Mobile V8.0 is an appliance-based solution combining web access management and web application protection in a modular package specifically designed to help safeguard mobile, cloud, and social interactions across the enterprise. Available as either a virtual or hardware-based appliance, IBM Security Access Manager for Mobile helps secure access points into the corporate network and enforce context-based access policies that define who and what can access protected resources. Highly scalable and configurable, the solution is designed to provide a policy-based user authentication and authorization system that helps defend against the latest web-based security threats.

Mobile access has become the new paradigm for online collaboration. Trends such as bring your own device (BYOD) are encouraging employees to use personal devices to access their business data and applications anytime, anywhere in order to be more productive. Moreover, enterprises today are undergoing a fundamental transformation in their businesses and the way they interact with their customers. Increasingly, more of them are choosing to interact directly with their customers over the web and on mobile devices through applications.

With IBM Security Access Manager for Mobile, enterprises can now address their mobile security challenges by:

- Helping enable user access to mobile and web applications through single sign-on and session management.
- Enforcing context-aware authorization through mobile device finger printing, geographic location awareness, and IP reputation.
- Helping improve identity assurance for the mobile users with built-in and flexible strong authentication schemes including many one-time password options, which are often used in mobile transactions (for example, email, counter-based, RSA, SMS, and time-based one-time passwords).
- Providing mobile security intelligence and demonstrating compliance through built-in integration with IBM QRadar® Security Intelligence Platform.
- Helping provide fast time to value and low total cost of ownership through easy deployment and configuration of virtual and hardware appliance form factors.

Refer to the Description section for more information.
**Key prerequisites**

For details, refer to the Hardware requirements and the Software requirements sections.

**Planned availability date**

October 25, 2013: For software electronic availability

November 15, 2013: For media availability

December 6, 2013: For appliance availability

Refer to the Availability of national languages section for national language availability.

**Description**

**Secure mobile access with IBM Security Access Manager for Mobile V8.0**

With the advent of bring your own device (BYOD) in today's enterprise, users are accessing data and services from a wide variety of locations and through an increasingly diverse set of clients. More and more enterprises are also choosing to use cloud services. With the increased mobility of users driving the opening up of information and data services, the modern enterprise is becoming multiple perimeter. In this multiple perimeter world, the identity is the primary key that controls access to all sensitive information assets.

Consequently, enterprises should secure and enforce user access to sensitive data and applications through a policy-based authentication and authorization framework. This forms the core of mobile access management. The enterprise also should require that the users accessing the information prove their identities within the context in which they are accessing the systems to prevent fraudulent access. These forms of assurance can be in forms of various platform-specific passwords, one-time passwords, and such. The mobile enterprise also should understand how, when, and from where the users are accessing the data and should demonstrate that level of awareness and control to auditors and in other contexts. Traditional web access management should evolve and be an integral part of an actionable intelligence approach that identifies risks and compliance gaps where the enterprise needs to take appropriate action. IBM Security Access Manager for Mobile is aimed directly at helping businesses address these challenges with high scalability, fast time to value, and low total cost of ownership of the solution.

**Integrate with your existing IBM Security Access Manager for Web**

IBM Security Access Manager for Mobile integrates seamlessly with IBM Security Access Manager for Web, expanding existing end-to-end access management and web application protection to support an enterprise's mobile efforts. Security Access Manager for Web provides a highly scalable reverse proxy along with web single sign-on that can enforce authentication and risk-based or adaptive access policies for the enterprise users. The Security Access Manager for Web solution also provides robust web application protection capability developed and backed by IBM X-Force®. This helps address attacks such as cross-site scripting (XSS) or SQL injection, which can be initiated from a plethora of devices, some of which may be running malware and botnets.

Existing IBM Security Access Manager for Web customers can set up integration with Security Access Manager for Mobile appliance in a matter of a few mouse clicks. The combination of Security Access Manager for Web and Security Access Manager
for Mobile can provide a mobile enterprise with an edge device capable of helping secure user access and protect applications against malicious traffic.

Reduce the risk of fraudulent access and improve identity assurance

In this age of advanced threats and ever-growing instances of identity theft, you can never completely trust that authenticated users are really who they claim to be. Adding mobile access to business assets further accentuates this problem. One way of effectively dealing with this problem is implementing adaptive or context-based access control in your environment. Security Access Manager for Mobile provides this capability, where enterprises can request their users to provide additional forms of authentication based on the context in which they are accessing the information. Elements of this context might be from where the user is accessing the information such as the user’s location or device type or the browser type. Requiring additional forms of authentication, such as one-time passwords sent over channels such as SMS and email can be an effective way to adequately prove a user’s identity. Security Access Manager for Mobile provides support for a slew of such built-in authentication factors, and also provides an extensible framework to integrate any other authentication solutions an enterprise might already have invested in, such as RSA SecurID tokens.

Protect high-value transactions from fraud and demonstrate compliance

Mobile computing has been increasingly transforming the way we do business in the banking, financial services, and retail sectors. Consumers these days want to conduct transactions such as transferring money, approving expense reports, and creating requests to access sensitive information quickly and securely while they are mobile and on the move. With these new scenarios comes the need to ensure secure authenticated access. IBM Security Access Manager for Mobile allows the administrator to design, author, and evaluate the policies that could specify that the users must perform one-time passwords to transfer amounts above a configurable threshold or can only approve requests while they are performing transactions within the specific geographical boundary.

Get mobile security intelligence and compliance management through IBM Security QRadar integration

Getting a 360-degree view into all the elements of user accesses in a mobile enterprise is essential for an organization to maintain a solid security and compliance posture. Security Access Manager for Mobile, with its built-in integration with the IBM QRadar Security Intelligence Platform, makes it easy for a mobile enterprise to get deep insights into how its users are accessing information and data belonging to the enterprise hosted on-premise or in the cloud. QRadar Security Intelligence Platform’s ability to identify anomalies and generate comprehensive reports helps an enterprise demonstrate a strong compliance posture.

Appliance for fast time to value and lower total cost of ownership

IBM Security Access Manager for Mobile is available in virtual appliance and hardware appliance form factors. The virtual appliance can be deployed into your enterprise's VMware ESX hypervisor, giving the enterprise an opportunity to leverage and maximize its existing virtualization investment while implementing a mobile security solution. Similarly, the hardware appliance can be deployed in a standalone or highly available configuration in the enterprise's trusted zone. The appliance form factor, with capabilities such as performance monitoring and analysis, snapshot creation and restoration, and configuration management through a local management user interface, can bring down the total cost of ownership of this mobile security solution. Security Access Manager for Mobile also provides an intuitive policy-authoring interface that permits administrators and IT operations personnel to create authentication and authorization policies for the enterprise, thereby, helping reduce the effort associated with the setup and management of the appliance.
Security Access Manager for Mobile at a glance

Authentication

- Help improve identity assurance through a range of authentication schemes including passwords, HTTP header information, IP addresses, Kerberos tokens, X509 certificates, and many one-time password options, which are popular in mobile transaction scenarios. The supported one-time password options include email, counter-based, RSA, SMS, time-based and general one-time passwords.
- Integrate with security applications, such as IDology, Equifax (Anakam), Securit, RSA, and SafeNet, for strong authentication.

Authorization

- Provides coarse-grained authorization.
- Provides XACML-based fine-grained authorization.

Adaptive risk-based access

- Device fingerprinting, IP reputation, and geographic location awareness for adaptive, risk-based access.
- XACML-based policy authoring framework.

Web single sign-on capability

- Highly scalable reverse proxy with web single sign-on.
- Integrates with applications such as Microsoft® SharePoint, Microsoft Exchange, Oracle E-Business Suite, PeopleSoft, Siebel CRM, and Documentum eRoom.

User self-service

- User self-care for registration and deregistration of devices
- User self-care for management of one-time password tokens

Security intelligence and compliance

- Integrates with IBM Security QRadar Log Manager and IBM Security QRadar SIEM, which can help improve an organization's ability to detect threats and help identify security risks and areas of noncompliance.
- Contains Syslog interface for integration with SIEM tools such as IBM Security QRadar and third-party products such as ArcSight and Splunk

Mobile application development integration

- Provides built-in integration with IBM Worklight® to implement session management for Worklight developed mobile apps

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


Availability of national languages

IBM Security Access Manager for Mobile V8.0 is enabled to support all language environments and is translated into the following languages on the dates shown below.
Electronic availability date

Czech          October 25, 2013
English        October 25, 2013
French         October 25, 2013
German         October 25, 2013
Hungarian      October 25, 2013
Italian        October 25, 2013
Polish         October 25, 2013
Russian        October 25, 2013
Spanish        October 25, 2013

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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.

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

IBM Security Access Manager for Mobile V8.0

A hardcopy publication for IBM Security Access Manager for Mobile V8.0 Quick Start Guide is shipped with the product and is available in English, French, and Japanese.

Softcopy publication IBM Security Access Manager for Mobile V8.0 Quick Start Guide can be downloaded, at electronic availability, from

http://pic.dhe.ibm.com/infocenter/tivihelp/v2r1/index.jsp

The following English publications may be downloaded, at general availability, from the following website

http://pic.dhe.ibm.com/infocenter/tivihelp/v2r1/index.jsp

English publications:

• IBM Security Access Manager Hardware Appliance Quick Start Guide (97Y1095)
• IBM Security Access Manager Virtual Appliance Quick Start Guide (CF3YXML)
• IBM Security Access Manager for Mobile Configuration Guide (SC27-6205-00)
• IBM Security Access Manager for Mobile Appliance Administration Guide (SC27-6206-00)
• IBM Security Access Manager for Mobile Administration Guide (SC27-6207-00)
• IBM Security Access Manager for Mobile Auditing Guide (SC27-6208-00)
• IBM Security Access Manager for Mobile Troubleshooting Guide (SC27-6209-00)
• IBM Security Access Manager for Mobile Error Message Reference (SC27-6210-00)

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 US) 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, free of charge.

**Technical information**

**Specified operating environment**

**Hardware requirements**

For IBM Security Access Manager for Mobile V8.0 hardware requirements, refer to the detailed system requirements for a specific product report at

 http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/softwareReqsForProduct.html

**Software requirements**

For IBM Security Access Manager for Mobile V8.0 software requirements, refer to the detailed system requirements for a specific product report at

 http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/softwareReqsForProduct.html

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.

**IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools

 http://ibm.com/electronicsupport

Access the IBM Support Portal

 http://ibm.com/support
Access the online Service Request tool

http://ibm.com/support/servicerequest

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 (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 (Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

IBM Security Access Manager for Mobile V8.0 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- DVDs
- Publications (refer to the Publications section)

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and 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.

Security, auditability, and control

IBM Security Access Manager for Mobile uses the security and auditability features of the operating system software. 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

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
Product group: IBM Security

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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.
Media packs

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**IBM Security Access Manager for Mobile pricing example**

Customer XYZ will be installing Security Access Manager for Mobile and they have determined they will need to install it on a four processor server. They will also be installing a separate instance of the product for their test and development environment. This environment is smaller and will only need two additional processors. They will also have a cold standby system for their production environment identical in size to their production servers. The servers they are using have a processor to PVU conversion factor of 100 PVU for each processor according to


Customer would need to buy 600 PVUs of entitlement for Security Access Manager. They would count their four primary production and two test and development environment processors, but not the cold standby system. The total of six processors would be converted to 600 PVUs in the case of their particular servers.

**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 the website below) 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. The PVU table can be found at


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 web page 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


* 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.

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.

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

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).

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 form number

L-J5CK-99ENUZ.

The program’s License Information will be available for review on the IBM Software License Agreement website

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
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/Appliance Subscription and Support (Software/Appliance 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
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.

Other terms

Volume orders (IVO)
No

IBM International Passport Advantage Agreement

Passport Advantage applies
Yes, and through the Passport Advantage website at http://www.ibm.com/software/passportadvantage

Usage restriction
Yes. Usage is limited to the quantity of Value Units licensed.
For additional information, refer to the License Information document that is available on the IBM Software License Agreement 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.

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, 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, 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

**System i® Software Maintenance applies**

No

**Variable charges apply**

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.

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**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.

**Customized support:** Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with the customer’s IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

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Corrections

(Corrected on December 27, 2013)
Updated Announcement countries section.