



IBM Cognos Integration Server V10.1 and IBM Cognos Command Center V10.1 deliver business user driven data integration and automation

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At a glance

IBM® Cognos® Integration Server V10.1 and IBM Cognos Command Center® V10.1 complement the IBM technology leadership in performance management and business intelligence solutions by providing access to a variety of specialized data sources and a self-service user experience, enabling data integration and automation to be simple, fast, reliable, and secure.

Cognos Integration Server is a data bridge that:

- Bridges from Oracle Essbase, Oracle Hyperion Financial Management, and Oracle Hyperion Planning applications to IBM DB2®, Oracle RDBMS, Microsoft™ SQL Server, and text file output.
- Enables Oracle Hyperion data to be used with a variety of performance management processes, reporting applications, and data warehouses.

Cognos Command Center enables business users to automate processes across their business applications by:

- Automating complex tasks across multiple computing environments and applications.
- Offering plug-ins supporting essential business processes such as automated data reconciliation and business intelligence applications such as performance management and Oracle Hyperion.

Cognos Integration Server and Cognos Command Center are each available in a Starter Edition and a Standard Edition.

For ordering, contact Your IBM representative or an IBM Business Partner.
For more information contact the Americas Call Centers at 800-IBM-CALL (426-2255).

Reference: YE001

Overview

IBM Cognos Integration Server V10.1 and IBM Cognos Command Center V10.1 are based upon Star Analytics' software products. The software helps address the cross-

enterprise challenge to integrate and automate a hybrid mix of applications and heterogeneous business analytics information.

IBM Cognos Integration Server extracts and moves data into data warehouses and repositories for use with performance management and business intelligence applications. It supports a variety of data sources, including, but not limited to:

- Oracle Essbase
- Oracle Hyperion Planning and
- Oracle Hyperion Financial Management

IBM Cognos Command Center introduces simplicity and control by enabling business users to automate processes across their business applications. The product:

- Enables self-service automation allowing business users to view and run business processes on an ad-hoc basis.
- Provides an interface designed for business users that supports mobility.
- Centralizes automation processes providing insight and control of who ran what, where, when, and how.

Key prerequisites

- Data repositories running supported levels of Oracle Essbase, Oracle Hyperion Financial Management, or Oracle Hyperion Planning

Planned availability date

- May 17, 2013: Electronic delivery
- June 14, 2013: Media packs

Description

IBM Cognos Integration Server V10.1 and IBM Cognos Command Center V10.1 help you integrate and automate your business analytics and data. They can offer value by:

- Enabling you in ways that may save you time, cost, and resources required to maintain and update disparate systems with manual methods or multiple integration tools.
- Enabling sustainable and agile systems for your finance or performance management process owners.

IBM Cognos Integration Server

IBM Cognos Integration Server extracts and moves data into data warehouses and repositories for use with performance management and business intelligence applications. Cognos Integration Server supports a variety of data sources, including, but not limited to, Oracle Essbase, Oracle Hyperion Planning, and Oracle Hyperion Financial Management.

IBM Cognos Integration Server Starter Edition includes the following components:

- Base Server
- Oracle Essbase Aggregate Storage and Block Storage (ASO and BSO) Enablement
- Oracle Hyperion Planning Enablement
- Oracle Hyperion Financial Management (HFM) Enablement
- Text Target Enablement

IBM Cognos Integration Server Standard Edition includes all Cognos Integration Server Starter Edition components plus the following:

- RDBMS Target Enablement

Highlights of IBM Cognos Integration Server:

- Single-source reporting: Oracle Essbase, Oracle Hyperion Planning, and Oracle Hyperion Financial Management internally generate complex and proprietary calculated and derived data sets. If you have a single-source reporting strategy, Cognos Integration Server extracts this data into other business intelligence applications or relational databases, either directly or via intermediate text files.
- Automated data warehouse: High-performance extraction of data from isolated application-specific Hyperion data marts is enabled to create and update a star schema inside a centralized data warehouse.
- 24 x 7 availability: While remaining online for users, Cognos Integration Server can provide near real-time extractions on a continuous basis to update external reporting applications and for backup purposes.

IBM Cognos Integration Server non-production editions mirror the components of the corresponding production editions. Connection entitlements are not required for non-production editions. A trade-up option is available from the Starter Edition to the Standard Edition, and from the Starter Non-Production Edition to the Standard Non-Production Edition. Refer to the Passport Advantage® trade-up section for details.

IBM Cognos Command Center

IBM Cognos Command Center allows business users to automate and orchestrate complex tasks across multiple computing environments and applications while reducing the need for complex and brittle custom code. The product provides an interface designed for business users that supports mobility and can be run from desktops, web interfaces, or smartphones. IBM Cognos Command Center includes plug-ins that support performance management and Oracle Hyperion environments. High availability for automatic failover in production environments is available by purchasing additional entitlement to the Cognos Command Center for each production environment.

IBM Cognos Command Center Starter Edition includes the following components:

- Base Server
- All plug-ins
- Command Line Option
- Unlimited processes (formerly tasks)

IBM Cognos Command Center Standard Edition includes all Cognos Command Center Starter Edition components plus the following:

- Event Listener Option
- Web Services Option

Highlights of IBM Cognos Command Center :

- Automation across multiple platforms: Automates across hybrid computing environments and applications that coexist on-premise and in the cloud.
- Workflow orchestration: Sequences tasks across computing platforms and applications.
- Reduces custom automation code: Plug-ins that support performance management and Oracle Hyperion environments reduce the need for complex application interfaces, custom coding, and IT resources.
- Control and compliance: Provides an audit trail to see who ran what, where, when, and how.

- Automation lifecycle management: Provides source control and audit history among development, test and production environments.
- Self-service automation: Authorized business users can have on-demand access to the processes they need to control.
- Mobility and flexibility: Automations can be run and monitored from smartphone browsers to support a mobile workforce.

IBM Cognos Command Center non-production editions mirror the components of the corresponding production editions. Connection entitlements are not required for non-production editions. A trade-up option is available from the Starter Edition to the Standard Edition, and from the Starter Non-Production Edition to the Standard Non-Production Edition. Refer to the Passport Advantage trade-up section for details.

Accessibility by people with disabilities

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

http://www.ibm.com/able/product_accessibility/index.html

Product positioning

IBM Cognos Integration Server and IBM Cognos Command Center complement the IBM technology leadership in performance management and business intelligence solutions by providing access to a variety of specialized data sources and a self-service user experience, enabling data integration and automation to be simple, fast, reliable, and secure.

Cognos Integration Server is a fast and reliable method of sourcing specialized cube data (information that is generally stored in a specialized format requiring specialization to extract) across financial, sales, and operational applications from a variety of data sources, including, but not limited to, Oracle Essbase, Oracle Hyperion Planning, and Oracle Hyperion Financial Management.

Cognos Command Center allows business users to automate and orchestrate complex tasks across multiple computing environments and applications while reducing the need for complex and brittle custom code. The product provides an interface designed for business users that supports mobility and can be run from desktops, web interfaces, or smartphones.

Reference information

For more information about IBM Cognos Integration Server, visit

<http://www.ibm.com/software/products/us/en/cognos-integration-server>

For more information about IBM Cognos Command Center , visit

<http://www.ibm.com/software/products/us/en/cognos-command-center>

For information about IBM Cognos TM1® V10.1.1, refer to Software Announcement [212-290](#), dated September 11, 2012 .

For complete information about all IBM Cognos products and solutions, visit

<http://www.ibm.com/software/analytics/cognos>

Program number

| Program number | VRM | Program name |
|----------------|-----|--------------|
|----------------|-----|--------------|

| | | |
|----------|------|-------------------------------------------------------------------------------|
| 5725-L44 | 10.1 | IBM Cognos Integration Server Starter Edition |
| 5725-L44 | 10.1 | IBM Cognos Integration Server Standard Edition |
| 5725-L44 | 10.1 | IBM Cognos Integration Server Production Source Connection |
| 5725-L44 | 10.1 | IBM Cognos Integration Server Starter Edition for Non-Production Environment |
| 5725-L44 | 10.1 | IBM Cognos Integration Server Standard Edition for Non-Production Environment |
| 5725-L45 | 10.1 | IBM Cognos Command Center Starter Edition |
| 5725-L45 | 10.1 | IBM Cognos Command Center Standard Edition |
| 5725-L45 | 10.1 | IBM Cognos Command Center Production Server Connection |
| 5725-L45 | 10.1 | IBM Cognos Command Center Starter Edition for Non-Production Environment |
| 5725-L45 | 10.1 | IBM Cognos Command Center Standard Edition for Non-Production Environment |

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 these programs.

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

- Command line or web-enabled devices running supported levels of Microsoft Windows™
- Data repositories running either Microsoft SQL Server 2005, or later, or Oracle 9.2.0.1, or later
- For IBM Cognos Command Center , smartphone devices running:
 - Apple iOS
 - Blackberry OS5, or later
 - Android OS

- For only IBM Cognos Integration Server Oracle Essbase Extractor, devices running:
 - Solaris 9 or 10
 - IBM AIX® V6.1 or V7.1
 - HP-UX 11.x
 - Red Hat Linux™ Base Server 5.3
- For IBM Cognos Integration Server, the minimum disk space is 5 MB for the command line interface and up to 200 MB for other functions. The recommended disk space is 1 GB, or greater.
- For IBM Cognos Integration Server, the minimum memory is 256 MB for the command line interface and up to 1 GB for other functions. The recommended memory is 4 GB, or greater.
- For IBM Cognos Command Center , the minimum disk space is 5 MB for the command line interface and up to 200 MB for other functions. The recommended disk space is 1 GB, or greater.
- For IBM Cognos Command Center , the minimum memory is 256 MB for the command line interface and up to 1 GB for other functions. The recommended memory is 1 GB, or greater.

Software requirements

Cognos Integration Server:

- **Operating system**

- Microsoft Windows 2003 Server (x86, x86-64)
- Microsoft Windows 2003 Server R2 (x86 , x86-64)
- Microsoft Windows 7 (x86, x86-64)
- Microsoft Windows 2008 Server (x86, x86-64)
- Microsoft Windows 2008 Server R2 (x86, x86-64)

- **Third-party software**

- IBM Java™ Runtime Environment 5, or later. Certain functions may require IBM Java Runtime Environment 6, or later.
- Microsoft .NET Framework 3.5, 4.0, or later. Certain functions may require Microsoft .NET Framework 2.0.

- **Source databases**

- Oracle Essbase 7.1.2, or later
- Oracle Hyperion Financial Management 4.0, or later
- Oracle Hyperion Planning 4.0, or later

- **Target databases**

- Oracle 9i - 9.2.0.1, or later, and Oracle Client Interface (OCI)
- Microsoft SQL Server 2005, and Microsoft Data Access Components 2.8, or later
- IBM DB2 9.1, or later

- **Application repository**

- Oracle 9i - 9.2.0.1, or later
- Microsoft SQL Server 2005, or later with Microsoft Data Access Components 2.8, or later
- SQLLite

- When installing and running IBM Cognos Integration Server installation on Windows 7, choose "Run as administrator".
- IBM Cognos Integration Server Satellite Server is used for data and metadata extractions from Oracle Hyperion Financial Management.
- In addition to the Microsoft Windows platforms listed above, the IBM Cognos Integration Server Oracle Essbase Extractor is supported on the following UNIX™ platforms: Oracle Sun Solaris 9 and 10 SPARC, IBM AIX V6.1 and V7.1, HP-

UX 11.x Itanium™ or PA RISC, and Red Hat Enterprise Linux Base Server 5.3 (compatible).

- IBM Cognos Integration Server requires Microsoft .NET Framework. Customers must acquire a license for Microsoft .NET Framework separately.

Cognos Command Center :

- **Operating system**

- Microsoft Windows 2003 Server (x86, x86-64)
- Microsoft Windows 2003 Server R2 (x86, x86-64)
- Microsoft Windows 2008 Server (x86, x86-64)
- Microsoft Windows 2008 Server R2 (x86, x86-64)

- **Administrative client**

- Microsoft Windows 2003 Server (x86, x86-64)
- Microsoft Windows 2003 Server R2 (x86, x86-64)
- Microsoft Windows 2008 Server (x86, x86-64)
- Microsoft Windows 2008 Server R2 (x86, x86-64)

- **Command line interface**

- Microsoft Windows 2003 Server (x86, x86-64)
- Microsoft Windows 2003 Server R2 (x86, x86-64)
- Microsoft Windows 2008 Server (x86, x86-64)
- Microsoft Windows 2008 Server R2 (x86, x86-64)

- **Third-party software**

- Java Runtime Environment 1.6, or later
- Microsoft .NET Framework 4.0, or later

- **Agent**

- Microsoft Windows 2003 Server (x86, x86-64)
- Microsoft Windows 2003 Server R2 (x86, x86-64)
- Microsoft Windows 2008 Server (x86, x86-64)
- Microsoft Windows 2008 Server R2 (x86, x86-64)
- Oracle Sun Solaris 9 and 10 SPARC
- IBM AIX V6.1 and V7.1
- HP-UX 11.x Itanium or PA RISC
- Red Hat Enterprise Linux Server Base Server 5.3 (compatible)
- Ubuntu 11.x, or later

- **Web server** - Internet Information Services (IIS) 6.0, or later with ASP.NET enabled

- **Web browser, web client**

- Microsoft Windows Internet Explorer 7.x, or later
- Mozilla Firefox 17 and Firefox ESR 17, or later on Microsoft Windows and Apple OS X
- Apple Safari 6.0, or later on Microsoft Windows and Apple OS X
- Google Chrome 3.0, or later

- **Application repository**

- Oracle 9i - 9.2.0.1, or later and Oracle Client Interface (OCI)
- Microsoft SQL Server 2005, or later Microsoft Data Access Components 2.8, or later

Note: IBM Cognos Command Center requires Microsoft .NET Framework 4.0, or later. Customers must acquire a license for Microsoft .NET Framework separately.

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.

Companion products

IBM Cognos TM1 (5724-W49) with Turbo Integrator - Cognos Integration Server can provide a purpose-built data integration platform that facilitates the movement of your data and metadata from existing environments to the Cognos TM1 environment, reducing the time it takes you to get to market with the implementation, as well as reducing the internal data validation time normally required when moving data between environments. Coupled with Cognos Command Center scheduling capabilities, the automation of your data migration process can also be accomplished.

Limitations

For additional information, refer to the license information document that is available on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

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/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

<http://ibm.com/support/servicerequest>

Planning information

Installability

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 Cognos Integration Server and IBM Cognos Command Center are available on DVD and via electronic download.

IBM Cognos Integration Server media packs are distributed with the following:

- IBM Cognos Integration Server 10.1 DVDs
- IBM International Program License Agreement and its License Information in multiple languages

The License Information form number is L-NNAF-95SQDK.

IBM Cognos Command Center media packs are distributed with the following:

- IBM Cognos Command Center 10.1 DVDs
- IBM International Program License Agreement and its License Information in multiple languages

The License Information form number is L-NNAF-95T4V8.

Security, auditability, and control

IBM Cognos Integration Server and IBM Cognos Command Center use the security and auditability features of the host hardware and software system. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software Services

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

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

<http://www.ibm.com/software/sw-services/>

Ordering information

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

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

For more information about IBM Software Value Plus, visit

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

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

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

Product group: IBM Business Analytics

Product Identifier Description (PID)

IBM Cognos Integration Server: 5725-L44

IBM Cognos Command Center: 5725-L45

Product category: Business Analytics

Passport Advantage

| Program name/Description | Part number |
|--------------------------------------------------------------------|---------------------------|
| IBM Cognos Integration Server V10.1 5725-L44 Per Install | |
| Integration Server Starter Edition | |
| Charge unit License +SW Maint 12 MO | D0ZXLL |
| Charge unit Annual SW Maint Renewal | E0HRFLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZXZLL |
| Integration Server Standard Edition | |
| Charge unit License +SW Maint 12 MO | D0ZYULL |
| Charge unit Annual SW Maint Renewal | E0HRLLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZVLL |
| Integration Server Production Source Connection | Connection (Pack of 5) |
| Charge unit License +SW Maint 12 MO | D0ZYXLL |
| Charge unit Annual SW Maint Renewal | E0HRMLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZYLL |
| Integration Server Starter Edition for Non-Production Environment | |
| Charge unit License +SW Maint 12 MO | D0ZYSLL |
| Charge unit Annual SW Maint Renewal | E0HRKLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZYTLL |
| Integration Server Standard Edition for Non-Production Environment | |
| Charge unit License +SW Maint 12 MO | D0ZYZLL |
| Charge unit Annual SW Maint Renewal | E0HRNLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZZ0LL |
| IBM Cognos Command Center V10.1 5725-L45 Per Install | |
| Command Center Starter Edition | |
| Charge unit License +SW Maint 12 MO | D0ZZELL |
| Charge unit Annual SW Maint Renewal | E0HRULL |
| Charge unit SW Maint Reinstate 12 MO | D0ZZFLL |
| Command Center Standard Edition | |
| Charge unit License +SW Maint 12 MO | D0ZZ2LL |
| Charge unit Annual SW Maint Renewal | E0HRPLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZZ3LL |
| Command Center Production Server Connection | |
| Charge unit License +SW Maint 12 MO | D0ZZMLL |
| Charge unit Annual SW Maint Renewal | E0HRYLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZZNLL |
| Command Center Starter Edition for Non-Production Environment | |
| Charge unit License +SW Maint 12 MO | D0ZZBLL |
| Charge unit Annual SW Maint Renewal | E0HRTLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZZCLL |
| Command Center Standard Edition for Non-Production Environment | |
| Charge unit License +SW Maint 12 MO | D0ZZILL |
| Charge unit Annual SW Maint Renewal | E0HRXLL |
| Charge unit SW Maint Reinstate 12 MO | D0ZZJLL |

Note: You must purchase at least one Connection entitlement for production environments.

Passport Advantage trade up

You must have previously acquired a license for the following precursor product to be eligible to acquire an equivalent license of the trade-up product.

| Precursor product | Trade-up product | Trade-up part number |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------|
| IBM Cognos Integration Server Starter Edition | IBM Cognos Integration Server Standard Edition | D0ZYWLL |
| IBM Cognos Integration Server Starter Edition for Non-Production Environment | IBM Cognos Integration Server Standard Edition for Non-Production Environment | D0ZZ1LL |
| IBM Cognos Command Center Starter Edition | IBM Cognos Command Center Standard Edition | D0ZZ4LL |
| IBM Cognos Command Center Starter Edition for Non-Production Environment | IBM Cognos Command Center Standard Edition for Non-Production Environment | D0ZZKLL |

Consult your IBM representative if you have any questions.

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 description | Part number |
|----------------------------------------------------------------------------------------|-------------|
| IBM Cognos Integration Server V10.1 | |
| Starter Edition Multiplatform English Media Pack | B501XEN |
| Starter Edition Multiplatform English Media Pack for Non-Production Environment | B501YEN |
| Standard Edition Multiplatform English Media Pack | B501ZEN |
| Standard Edition Multiplatform English Media Pack for Non-Production Environment | B5022EN |
| IBM Cognos Command Center V10.1 | |
| Starter Edition Multiplatform English Media Pack | B5024EN |
| Starter Edition Multiplatform English Media Pack for Non-Production Environment | B5025EN |
| Standard Edition Multiplatform English Media Pack | B5026EN |
| Standard Edition Multiplatform English Media Pack for Non-Production Environment | B5027EN |

Charge metric

| Program name | PID number | Charge metric |
|-----------------------------------------------------------------------|------------|---------------------------|
| IBM Cognos Integration Server V10.1 | 5725-L44 | |
| Integration Server Starter Edition | | Install |
| Integration Server Standard Edition | | Install |
| Integration Server Production Source Connection | | Connection (Pack of 5) |
| Integration Server Starter Edition for Non-Production Environment | | Install |
| Integration Server Standard Edition for Non-Production Environment | | Install |
| IBM Cognos Command Center V10.1 | 5725-L45 | |
| Command Center Starter Edition | | Install |
| Command Center Standard Edition | | Install |
| Command Center Production Server Connection | | Connection |
| Command Center Starter Edition for Non-Production Environment | | Install |
| Command Center Standard Edition for Non-Production Environment | | Install |

Install

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

Connection

Connection is a unit of measure by which the program can be licensed. A connection is a link or association of a database, application, server, or any other type of device to the program. Licensee must obtain entitlements for the total number of connections which have been or are made to the program.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

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.

If the program license is designated as "non-production", the program can only be deployed as part of the licensee's internal development and test environment for internal non-production activities, including but not limited to testing, performance tuning, fault diagnosis, internal benchmarking, staging, quality assurance activity and/or developing internally used additions or extensions to the program using published application programming interfaces. Licensee is not authorized to use any part of the program for any other purposes without acquiring the appropriate production entitlements. Connection entitlements are not required for non-production editions.

License Information form number

- IBM Cognos Integration Server: L-NNAF-95SQDK
- IBM Cognos Command Center : L-NNAF-95T4V8

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 three years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to 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. For additional information, refer to the License Information document that is available on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

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.

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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

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Benefits

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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

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Corrections

(Corrected on July 23, 2013)

Updated information in the Software requirements section.

(Corrected on June 25, 2013)

Updated information in the Software requirements section.