



IBM Service Extension for IBM AIX V5.3 offers extended support

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At a glance

IBM® Service Extension for AIX® V5.3 delivers:

- Support for usage questions
- Problem determination assistance
- Support for new fixes

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 Service Extension is available for IBM AIX V5.3. This service offers you support for usage questions, problem determination assistance, and new fixes so you can easily migrate to later versions of AIX . You can also get limited support for new IBM Power Systems™ hardware released in the first two years of this offering.

Key prerequisites

- IBM AIX V5.3
- Active Software Maintenance Agreement for AIX concurrent with the period of the service extension

Planned availability date

February 17, 2012

Description

With IBM Service Extension, you can more fully take advantage of Power Systems capabilities and simplify management of older environments.

Key features

- Usage support

- IBM support is available during normal business hours for assistance with questions about using AIX V5.3, problem determination, and assistance identifying and obtaining existing fixes for problems with AIX V5.3.
- Usage support is available for Technology Levels 10, 11, and 12.
- New fixes
 - You get fixes for new problems. These fixes are delivered as interim fixes and service packs for the first two years of the support extension.
 - Defect support is only available for Technology Level 12.
- New hardware support
 - IBM intends to deliver toleration support for most new Power Systems hardware for the first two years of this extended support (May 2012 through May 2014). This will allow you to migrate your AIX V5.3 workloads to new systems during the first two years of the extended support.
 - Although it is the intent of IBM to provide support for most of the new Power Systems hardware that will be released over the first two years of the support agreement, new hardware that requires significant architectural changes may not be supported or may be supported only through the use of the PowerVM™ Virtual I/O Server.

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- Service packs
 - IBM plans to deliver two service packs per year during the first two years of the Service Extension for AIX V5.3. These service packs are intended to deliver cumulative maintenance and new hardware enablement. In most cases, IBM will provide interim fixes to address your problems until the fix can be incorporated into a subsequent service pack.
 - In the third year of the Service Extension (May 2014 through May 2015), all fixes will be delivered only as interim fixes.
 - Service packs delivered as part of extended support for AIX 5.3 will be made available through Fix Central. Service Extension Service Packs will only be available if you have purchased IBM Software Support Services. Fix Central will require authentication to ensure that only clients entitled to the extended support for AIX V5.3 will be able to download those service packs.

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- Sub-capacity pricing
 - The Service Extension for AIX V5.3 is priced per core and per server tier consistent with the AIX pricing methodology. This will allow you to purchase only the extended support for the cores running AIX V5.3. You can run mixed environments of AIX V5.3 and more current AIX levels on a server but only have to purchase the Service Extension for the cores running AIX V5.3.

Requirements

- If you wish to purchase the Service Extension for AIX V5.3, you must have a valid AIX license for all cores that AIX V5.3 is running on and must maintain a current Software Maintenance Agreement (SWMA) for all cores supported by this Service Extension.
- The Service Extension for AIX 5.3 is only available for Usage and Known Defect Support at Technology Level 10, 11, 12 and New Defect Support at Technology Level 12. Earlier Technology Levels are not eligible for support under the Service Extension for AIX V5.3 in most countries. Contact your IBM Global Services Maintenance and Technical Support sales representative for details.

For information about the withdrawal from marketing of IBM AIX V5.3, refer to Withdrawal Announcement [910-043](#), dated April 13, 2010 .

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=612-006>

Prices

IBM Software Service Extension for AIX 5.3 is priced per processor core. Contact your IBM Maintenance and Technical Support (MTS) representative for further details.

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Corrections

(Corrected on July 11, 2012)

Updated information in the Description section.