



IBM WebSphere Portlet Factory V6.1.2 supercharges delivery of enterprise-ready Web 2.0 style applications with rich, interactive interfaces

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Overview

IBM® WebSphere® Portlet Factory V6.1.2, a rapid application development environment, simplifies and accelerates the deployment, maintenance, and reuse of custom Web 2.0 style portlets and applications. WebSphere Portlet Factory helps you achieve faster time-to-value, accelerated deployments, and greater productivity from your IBM WebSphere Portal implementations.

IBM WebSphere Portlet Factory V6.1.2 delivers the following capabilities:

- Improved generated user interfaces
 - Create applications with rich, interactive user interfaces out-of-the-box
- Enhanced ability for rapid modification of application look and feel
 - Rebrand the entire application or specific user interfaces leveraging a centralized theme that controls visual elements
- Improved support for distributed team development
 - Performtm distributed team-based application development leveraging model compare and local history versioning capabilities
 - Easily identify user files to add to source control repositories
- New Representational State Transfer (REST) service enable builder
 - Expose REST-based reusable services layer from back-end systems, leveraging extensive library of prebuilt connectors
- New support for widget creation
 - Create and deploy widgets to IBM Mashup Center for use in line-of-business led assembly of situational applications
- Expanded development and deployment platform support
 - Deploy applications to the latest WebSphere platforms including WebSphere Portal Server, WebSphere Portal Enable, WebSphere Portal Extend and WebSphere Portal Express V6.1.0.1, WebSphere Application Server V7.0 and IBM Mashup Center V1.1
 - Develop applications using Eclipse 3.4, Rational® Application Developer and Rational Software Architect 7.5 and WebSphere Information Developer V6.2

IBM WebSphere Portlet Factory benefits:

- Faster solution delivery
- Cheaper maintenance and reduced training costs
- Better responsiveness to dynamic business challenges and integration with existing technology investments

Key prerequisites

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

Planned availability date

December 12, 2008: Electronic software delivery

January 9, 2009: Media and documentation

Description

Section 508 of the U.S. Rehabilitation Act

IBM WebSphere Portlet Factory Designer is capable as of January 9, 2009, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A U.S. Section 508 Voluntary Product Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following Web site

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

IPLA and Subscription and Support considerations

IPLA licenses can be transferred from one machine to another within, but not limited to an enterprise. You may aggregate the capacity for all the processors the product is operated on to achieve a more economic price. This will result in a single Proof of Entitlement (PoE). It is your responsibility to manage the distribution of Value Units within the limits of the entitlement of the product license.

Subscription and Support must cover the same capacity as the product license entitlement. Subscription and Support will be available in the country in which the agreement is made.

Reference information

Refer to Software Announcement [208-153](#), dated June 24, 2008.

Availability of national languages

Product description	Language	GA date
WS Portlet Factory v6.1.2	Multilingual (French, Korean, Chinese - Simplified, Spanish, Portuguese-Brazilian, German, Japanese, Chinese -	Dec. 12, 2008

WS Portlet Factory Designer V6.1.2	Traditional, English, Italian) Multilingual (French, Korean, Chinese - Simplified, Spanish, Portuguese-Brazilian, German, Japanese, Chinese - Traditional, English, Italian)	Dec. 12, 2008
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Program number

Program number	VRM	Program name
5724-003	6.1.2	IBM WebSphere Portlet Factory
5724-004	6.1.2	IBM WebSphere Portlet Factory Designer

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training Web site

http://www.ibm.com/services/learning/ites.wss/tp/en?pageType=tp_search

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

IBM Software Services for Lotus® Education provides education to support many Lotus offerings. For a complete list of offerings visit the Web site at:

<http://www.lotus.com/education>

Technical skills software workshop

No-fee technical skills training workshops (English only) for this product are offered to customers and business partners to gain hands-on skills for installing, configuring, operating, and supporting this product. The workshops are ideal for customers and business partners who are in the process of evaluating, or have already purchased it. Workshops are modeled to be 50 to 70% hands-on labs and are continually updated to current product release.

Workshops are delivered in multiple formats: traditional classroom, self-paced (self-study), and instructor-led e-learning; all formats have the same content.

Traditional classroom workshops are scheduled and delivered in-person worldwide at IBM and non-IBM locations throughout the year.

Self-paced/self-study workshops enable the student to view the workshop presentations and execute the labs on their own schedule with no travel required. The presentations have speaker notes and allow the student full control to navigate the information. Students reserve a one-week period to run the labs on a remote, supported, live environment. Support is provided through a monitored forum.

Note: A fast Internet connection is required.

For more details on current workshop content and schedules, and to register for any workshop format, visit

<https://www.developer.ibm.com/isv/spc/events/>

Offering Information

Product information is available via the Offering Information Web site

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

Also, visit the Passport Advantage® Web site

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

Publications

No publications are shipped with this product.

The IBM Publications Center

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

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Technical information

Specified operating environment

Hardware requirements

For a detailed list of software and hardware requirements, refer to the release notes on the WebSphere Portlet Factory product documentation Web site. Visit

<http://www.ibm.com/developerworks/websphere/zones/portal/portletfactory/proddoc.html>

Software requirements

Supported software configurations for WebSphere Portlet Factory Designer software

Operating systems

- Microsoft® Windows® 2003 Standard and Enterprise Editions
- Microsoft Windows XP Professional
- Windows Vista Business and Ultimate
- SUSE Linux® Enterprise SLED 10
- Red Hat Enterprise Linux release 5.1

Integrated development environments (IDEs)

- IBM Rational Application Developer V7.5
- IBM Rational Software Architect V7.5
- IBM WebSphere Integration Developer V6.2
- Eclipse SDK 3.4 (also requires Eclipse Web Tools 3.0)

Supported software configurations for deployed WebSphere Portlet Factory software

Application servers

- IBM WebSphere Application Server V6.0, V6.1.x, V7.0

- Apache Tomcat 5.5.x (development use only)
- WebSphere Application Server Community Edition V1.1.0.1 (development use only)
- WebSphere Application Server Community Edition V2.0, V2.1 (development use only)

Supported rich clients

- IBM Lotus Expeditor 6.1.1, 6.1.2
- IBM Lotus Notes® 8, 8.0.1, 8.0.2 Standard

Supported widget systems

- IBM Lotus Mashups 1.0, 1.1

Portal servers

- IBM WebSphere Portal V6.0.0.x, V6.0.1.x, V6.1.0.x
- IBM WebSphere Portal Express V6.0.x, V6.0.1.x, V6.1.0.x

Note: Portlet Factory generates JSR-168 and JSR-286 compliant applications. IBM provides no support for specific JSR-168 and JSR-286 portal containers other than WebSphere Portal and WebSphere Application Server.

Operating systems

- Microsoft Windows Server 2003 Standard, Datacenter, Enterprise. release 2 and service pack 2
- Microsoft Windows Server 2008
- Microsoft Vista (development only)
- Sun Solaris 9, 10 (Note: Latest patch required.)
- IBM AIX® 5.x, 6.1 feature pack 4
- IBM System i® i5/OS® V5R3 and V5R4 (on IBM System i hardware)
- IBM OS/400® V5R4 (on IBM System i hardware)
- Red Hat Linux Server 5.1 ES/AS
- Red Hat Enterprise Linux AS 6 (on System z® hardware)
- SUSE Linux 9.0 Service Pack 4 (development only)
- SUSE Linux Enterprise Server for OS/390® 9, 2.6 Kernel 31 bit
- z/OS® V1.8 and V1.9
- HP-UX 11iv2

Web browsers

- Microsoft Internet Explorer 6.0 SP1 (SP2 for Windows XP and Windows 2003)
- Microsoft Internet Explorer 7.0 (Note: Tree Builder users must click twice to expand the nodes of the tree.)
- Mozilla Firefox 1.5.0.7 and 2.0x, 3.0 (Note: When you use Firefox as the browser for running models from Portlet Factory Designer, close the tab that displays the running model before re-running the model from the Designer.)

JDK support

- Java™ 2 SDK, Standard Edition V1.4.2 and V1.5

Enterprise integrations

Databases

- Oracle 9i R2 V9.2.x
- Oracle 10g

- Oracle 11g R1 V11.1.0.6
- IBM DB2® Enterprise Edition V8.x, V9.1 and V9.5
- MS SQL Server 2005 (with msbase.jar, mssqlserver.jar, msutil.jar)

IBM Lotus Domino®

- IBM Lotus Domino V6.5, V7.0, V8.0.x, V8.5

SAP solutions

- R3 V3.1h, or later (requires SAPJCO.jar)
- SAP Business Warehouse V4.7

PeopleSoft systems

- PeopleSoft 8.x systems require PSJOA.jar. Any PeopleSoft 8.x, or later, system that supports access to Component Interfaces through this JAR is supported.

Siebel systems

- Siebel 7.5.2, 7.5.3, 7.8, and 8.0.0.3 require version-appropriate JAR files: 7.5.x: SiebelJI.jar, SiebelJI_Common.jar, SiebelJI_enu.jar 7.8: Siebel.jar, SiebelJI_enu.jar.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Planning information

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Subscription and Support (also referred to as Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and technical support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

WebSphere Portlet Factory software will be distributed through a media package and electronic software distribution (ESD).

WebSphere Portlet Factory media package is distributed in one package with the following:

- WebSphere Portlet Factory Product CDs.
- Softcopy product documentation including README files are included on the product CDs.

The License Information form number for WebSphere Portlet Factory is L-JCOL-7K3FUD.

Security, auditability, and control

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

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/>

To locate an IBM Business Partner, visit

<http://www.ibm.com/software/solutions/isv>

Ordering information

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

Product information

Licensed function title	Product group	Product category
IBM WebSphere Portlet Factory	WebSphere Portal	IBM webSphere Portlet Factory
IBM WebSphere Portlet Factory Designer	WebSphere Portal	IBM webSphere Portlet Factory Designer
Program name	PID number	Charge unit description
IBM WebSphere Portlet Factory	5724-004	Processor Value Unit (PVU)
IBM WebSphere Portlet Factory	5724-004	SubCapacity Processor Value Unit (PVU)
IBM WebSphere Portlet Factory	5724-004	SubCapacity Processor Value Unit (PVU)
IBM webSphere Portlet Factory	5724-004	Processor Value Unit (PVU)
IBM WebSphere Portlet Factory	5724-004	Processor Day
IBM WebSphere Portlet Factory Designer	5724-004	Authorized Users
IBM WebSphere Portlet Factory Designer	5724-004	Authorized Users

Charge metrics definitions

Processor Value Unit (PVU)

PVU is the unit of measure by which this program is licensed. PVU entitlements are based on processor families (vendors and brands). A Proof of Entitlement (PoE) must be obtained for the appropriate number of PVUs based on the level or tier of all processor cores activated and available for use by the Program on the server. Some programs allow licensing to less than the full capacity of the server's activated processor cores, sometimes referred to as sub-capacity licensing. For programs which offer sub-capacity licensing, if a server is partitioned utilizing eligible partitioning technologies, then a PoE must be obtained for the appropriate number of PVUs based on all activated processor cores available for use in each partition where the program runs or is managed by the program. Refer to the International Passport Advantage Agreement Attachment for Sub-Capacity Terms or the program's License Information

to determine applicable sub-capacity terms. The PVU entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with PVU entitlements of another program.

For general overview of PVUs for processor families (vendors and brands), go to

http://www-306.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html

To calculate the exact PVU entitlements required for the program, go to

<https://www-112.ibm.com/software/howtobuy/passportadvantage/valueunitcalculator/vucalc.wss>

Authorized User

Authorized User is the unit of measure by which this program is licensed. An Authorized User is an individual (named or unnamed) within or outside of your enterprise. The program may be installed on one or more computers or servers and accessed by the number of users authorized by the PoE. You must have an entitlement for each Authorized User accessing the program or any program component in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means.

Passport Advantage program licenses

IBM WebSphere Portlet Factory Designer

Part description	Part number
IBM WebSphere Portlet Factory Designer	
IBM WebSphere Portlet Factory Designer Auth User Annual SW S&S Rnw1	E02GDLL
IBM WebSphere Portlet Factory Designer Auth User Lic + SW S&S 12 Mo	D57SFLL
IBM WebSphere Portlet Factory Designer Auth User SW S&S Reinstate 12 Mo	D57SGLL

IBM WebSphere Portlet Factory Designer

Part description	Part number
IBM WebSphere Portlet Factory	
WebSphere Portlet Factory Value Unit Annual SW S&S Rnw1	E02H7LL
WebSphere Portlet Factory Value Unit Lic + SW S&S 12 Mo	D57XYLL
WebSphere Portlet Factory Value Unit SW S&S Reinstate 12 Mo	D57YNLL

Passport Advantage supply

Program name/description	Part number
WS Portlet Factory Designer V6.1.2	
IBM WS Portlet Factory and Prtlt Fctry Desgner 6.1.2 MP ML Med Pk	BS05VML

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.

WebSphere Portlet Factory/ WS Portlet Factory Designer V6.1.2

Entitled maintenance offerings description	Media packs description	Part number
IBM WebSphere Portlet Factory Designer Authorized User	IBM WS Portlet Factory and Prtlt Fctry Desgner 6.1.2 MP ML Med Pk	BS05VML
IBM WebSphere Portlet Factory Designer Authorized User for	IBM WS Portlet Factory and Prtlt Fctry Desgner 6.1.2 MP ML Med Pk	BS05VML

zSeries		
IBM WebSphere Portlet Factory Value Unit	IBM WS Portlet Factory and Prtlt Fctry Desgner 6.1.2 MP ML Med Pk	BS05VML
IBM WebSphere Portlet Factory Value Unit for zSeries®	IBM WS Portlet Factory and Prtlt Fctry Desgner 6.1.2 MP ML Med Pk	BS05VML
IBM WebSphere Portlet Factory per Subcapacity Value Unit	IBM WS Portlet Factory and Prtlt Fctry Desgner 6.1.2 MP ML Med Pk	BS05VML
IBM WebSphere Portlet Factory per Subcapacity Value Unit for Linux on z	IBM WS Portlet Factory and Prtlt Fctry Desgner 6.1.2 MP ML Med Pk	BS05VML

Cross-platform product for use on System z

Order the part numbers that follow when there is an intention to acquire this cross-platform product for deployment on the System z or S/390® platform. This set of part numbers provides the identical supply and authorization as the other set in this announcement. The distinction is to identify the planned deployment platform.

IBM WebSphere Portlet Factory Designer

Part description	Part number
IBM WebSphere Portlet Factory Designer	
IBM WS Portlet Factory Des for Linux on System z AU Annual SW S&S Rnw1	E02GALL
IBM WS Portlet Factory Des for Linux on System z AU Lic + SW S&S 12 Mo	D57S7LL
IBM WS Portlet Factory Des for Linux on System z AU SW S&S Reinstate 12 Mo	D57S9LL

IBM WebSphere Portlet Factory Designer

Part description	Part number
IBM webSphere Portlet Factory	
webSphere Portlet Factory Linux on Sys z Value Unit SW S&S Reinstate 12 Mo	D5800LL
webSphere Portlet Factory Linux on System z Value Unit Annual SW S&S Rnw1	E02H9LL
webSphere Portlet Factory Linux on System z Value Unit Lic + SW S&S 12 Mo	D57ZVLL

Sub-capacity

IBM WebSphere Portlet Factory

Part number	Part description
E02Z2LL	WS Portlet Factory SubCap ValueUnit for Linux on Sys z Annual SW S&S Rnw1
D59FNLL	WS Portlet Factory SubCap valueUnit for Linux on Sys z Lic + SW S&S 12 Mo
D59FQLL	WS Portlet Factory SubCap ValueUnit for Linux on Sys z SW S&S Reinste 12 Mo
E02YZLL	webSphere Portlet Factory SubCapacity Value Unit Annual SW S&S Rnw1
D59FELL	webSphere Portlet Factory SubCapacity Value Unit Lic + SW S&S 12 Mo
D59FHLL	webSphere Portlet Factory SubCapacity Value Unit SW S&S Reinstate 12 Mo

Sub-capacity for selected middleware products

Sub-capacity licensing on a per processor or per Value Unit basis is available for selected middleware products. To offer sub-capacity licensing, IBM software products implement IBM Tivoli® License Compliance Manager within their offerings so that you can monitor and report quarterly to IBM on the use of the programs on a continuous basis.

More information can be found on the Passport Advantage Web site

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

Eligibility requirements for sub-capacity licensing

To be eligible for sub-capacity licensing terms on this product, you must agree to install and configure IBM Tivoli License Manager for IBM Software, in accordance with the IBM Tivoli License Manager publications, and to enable the collection of program use data on all eligible machines subject to sub-capacity terms.

For those machines running programs with sub-capacity licensing terms, you must use IBM Tivoli License Manager for IBM Software to monitor program use and submit to IBM an IBM Use Report each calendar quarter. Multiple copies of IBM Tivoli License Manager for IBM Software or IBM Tivoli License Manager are not required. You can use more copies if you need them to support your operational environment, but only one copy is required to monitor all your sub capacity licensed products.

Additionally, if this is the first product you have licensed under sub-capacity terms, you must agree to the terms of an attachment to your Passport Advantage or Passport Advantage Express contract and submit a new Passport Advantage enrollment form. First-time sub-capacity clients also have an opportunity to ensure a primary business contact is established for their contracts.

For more information on required and entitled license capacity, license requirements, and reporting, refer to Software Announcement [205-093](#), dated April 19, 2005.

If you order (this product) under sub-capacity terms, IBM Tivoli License Manager for IBM Software will be made available to you if you do not already have one. You must install and configure this tool for your sub capacity products. Alternately, you can use Tivoli License Manager. Once the license manager software is installed, you will be required to register online. (IBM may need to contact you in order to finalize the registration process.) You must monitor program use on a continuous basis with an IBM Tivoli License Manager for IBM Software and submit IBM Use Reports to IBM on a calendar quarterly basis.

IBM Tivoli License Manager for IBM Software is documented in the following customer publications, which are available from IBM Publications Center at

<http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi?>

Publication	Form
Planning, Installation, and Configuration	SC32-1431
Administration	SC32-1430
Problem Determination	SC32-9102
Data Dictionary	SC32-1432
Release Notes®	SC32-1429

For IBM Tivoli License Manager configuration guidance and instructions for specific products (including this product) acquired with sub capacity terms, refer to

<http://www.lotus.com/sub-capacity>

The Web site will give you information about how to set up the product for detection by IBM Tivoli License Manager, any required maintenance, and any required steps that are unique to this product.

On/Off CoD

IBM WebSphere Portlet Factory

Part description	Part number
WS Portlet Factory Processor Day Per Use-DAY, On Off Capacity on demand Te	D595YLL

Terms and conditions

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

Licensing

IBM International Program License Agreement including the License Information document and PoE govern your use of the program. PoEs are required for all authorized use.

Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

License Information form numbers

Program name	Program number	Form number
IBM WebSphere Portlet Factory	5724-003	L-JCOL-7K3FUD
IBM WebSphere Portlet Factory Designer	5724-004	L-JCOL-7K3FUD

The program's License Information will be available for review on the IBM Software License Agreement Web site

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

Limited warranty applies

Yes

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. Consult the IBM Software Support Handbook for further information 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 will be available for a minimum of five years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for

product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates, 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 programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.
- For programs acquired under any of IBM's On/Off CoD software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Authorization for use on home/portable computer

The program may be stored on the primary machine and another machine, provided that the program is not in active use on both machines at the same time. You may not copy and use this program on another computer without paying additional license fees.

Product name

IBM WebSphere Portlet Factory Designer: No

International Passport Agreement

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage Web site at

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

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

Software Subscription and Support (also referred to as Software Maintenance) 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 (also referred to as Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support (also referred to as 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, 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 (also referred to as 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 the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage Web site at

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

Other terms

System i Software Maintenance applies

No

Educational allowance available

Not applicable.

On/Off CoD

To be eligible for On/Off CoD pricing, customers must be enabled for temporary capacity on the corresponding hardware, and the required contract - Z125-6907, Amendment for iSeries® and pSeries® Temporary Capacity On Demand - Software - must be signed prior to use.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent[™] is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner. Additional information is also available at

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

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

IBM Global Financing

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, both from IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

<http://www.ibm.com/financing>

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Order now

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

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

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Internet: callserv@ca.ibm.com
Mail: IBM Teleweb Customer Support
ibm.com® Sales Execution Center, Americas North
3500 Steeles Ave. East, Tower 3/4
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Canada
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