Overview

Whether your business is large or small, there is one asset your company needs to protect—your data. You can protect your data by having strong backup and recovery services that are as simple and automated as possible.

IBM Tivoli® Storage Manager for System Backup and Recovery V5.5, also known as SysBack™, (formerly System Backup and Recovery Version 5 for AIX®—SysBack) offers comprehensive system backup, restore, and reinstallation capabilities via a simple interface. It helps you protect your company from the high cost associated with the loss of vital data, and resulting impact to system and personnel productivity.

SysBack Version 5.5 enables you to:

- Centrally manage backup clients by initiating "pull" backups and combining them with backup scripts and scheduling features.
- Create full system (installation image) backups to CD or DVD.
- Use network boot/install to alleviate the need for local boot/installation media via SysBack functions or by utilizing existing Network Installation Manager (NIM) resources.
- Configure post-installation cloning support options for restoring backups performed on systems with a different architecture.
- Set network, tape, and CD/DVD boot defaults to minimize, and often eliminate, the need for user prompting during an installation.
- Use the SysBack Scalable POWERparallel® (SP™) node boot/install utilities to successfully boot and reinstall a node in a RS/6000® SP in the same or different SP complex.
- Copy backups from one media format to another on demand.
- Use SysBack on one or more logical partitions in an LPAR-capable system.

Key Prerequisites

Refer to the Hardware Requirements and Software Requirements sections.

Planned Availability Dates

- December 20, 2002: Electronic software delivery from Passport Advantage
- January 17, 2003: Physical media

At a Glance

To help you protect your data, IBM Tivoli Storage Manager for System Backup and Recovery V5.5 (SysBack) offers:

- Comprehensive backup and recovery options for AIX via a simple interface
- Easy local or remote backup, restore, and system installation processing
- Minimized application impact for backup with offline mirror backups
- Easy to use cloning with post-installation cloning utilities
- Simplified reinstallations with no-prompt installation processing
- Reboot from remote systems or sites with network boot capabilities
- Support for RS/6000 Scalable POWERparallel Systems® and for LPAR-capable systems

For ordering, contact:
Your IBM representative, an IBM Business Partner, or the Americas Call Centers at 800-IBM-CALL Reference: RE001
Description

IBM Tivoli Storage Manager for System Backup and Recovery V5.5, also known as SysBack, (formerly System Backup and Recovery Version 5 for AIX — SysBack) offers comprehensive system backup, restore, and reinstallation capabilities. SysBack provides system administrators a simple way to backup and recover data using the AIX command line interface or SysBack’s SMIT menu interface. SysBack requires root user level access in order to perform certain backup and restore operations that access operating system structures.

Protect your most vital asset — your data

Whether your business is large or small, there’s one asset your company needs to protect under any circumstance — your data. It’s the lifeblood of any business. The loss of critical data from equipment failure or environmental factors can be a damaging or fatal event. These circumstances make strong backup and recovery services imperative, but due to the high cost of personnel time, these services need to be as simple and automated as possible.

SysBack helps protect your company from the high costs associated with the loss of vital data and resulting impact to system and personnel productivity. SysBack is intended for customers using AIX 4.3 or AIX 5L on their pSeries™ or RS/6000 systems, including the p690 and other LPAR-capable systems, Cluster 1600 using the PSSP option, and RS/6000 SP environments.

Comprehensive backup and recovery options via a simple interface

SysBack allows you to choose from several types of backups, including full system (installation image), volume group, file system, file or directory, and raw logical volume. File/directory level backups may be used to back up a specific file/directory, or to back up non-JFS filesystems such as NFS or CD-ROM filesystems. Logical volume level backups are intended for raw logical volumes, often used by database products. Incremental backups may be performed by any of these listed backup types, except system level backups. SysBack allows for recovery of all or part of the system; and is flexible enough to allow a system installation image from one system to be installed onto another system with either identical or different hardware configurations (cloning). Backup and recovery options are performed via a simple, SMIT menu driven interface, or via a command line.

Central management and automation tools

SysBack provides utilities to create backup scripts and schedules for easier task automation. Furthermore, backup, list, and verify operations are now quickly assessed via a completion status tracking log. SysBack’s “pull” client backups allow the administrator to centrally manage backup operations from a single server (remote or local). By combining all of these features, administrators are provided with a complete central management system.

Integrated network boot and install features in support of RS/6000 SP systems

SysBack provides network boot features for those administrators that choose not to boot from locally-attached tape devices. New enhancements to the network boot options now allow the utilization of existing NIM resources to supplement the SysBack network boot process. With these enhancements, SysBack now provides RS/6000 SP system-specific network boot and installation utilities. The SP boot and install utilities allow for smooth installation and cloning processes for nodes within the same, or between different, SP complexes.

Offline Mirror Backup option

The Offline Mirror Backup option splits specified AIX mirrors to allow SysBack access to inactive copies of data. This allows simultaneous user and system access to the active copies.

Other Capabilities

Restore operations may be performed at the file/directory, filesystem, logical volume, or volume group level. However, restoring the root volume group relies on system reinstallation, which requires a full system (installation image) level backup. The full system level backup may be used to recover all or part of a system and will restore the system to its exact state at the time the backup was taken. Furthermore, during a system installation, any AIX LVM attribute or kernel type in the backup image may be modified for the installation process. With appropriate preparations or product configurations, a full system-level backup may be installed onto a different machine than where the backup was performed, regardless of differences in hardware and software.

As with all backup products, the integrity of the backup data greatly depends on the state of the data at the time the backup is performed. Therefore, to help obtain the highest level of data integrity, data to be backed up should be in a quiet state. SysBack is not intended for online backup of databases.

SysBack operates with various tape drives and libraries. Almost any tape library/autoloader that has a sequential (automatic) mode of operation can be used with SysBack, but no guarantee of compatibility with particular drives is implied. This is because SysBack relies on the sequential functionality of the autoloader for operation, not the SysBack programs. SysBack in no way controls the loader, it only interacts with the drives.

When a tape library/autochanger device is in a sequential mode (also called automatic by some models), the next tape in the library storage slots will be automatically loaded when an eject call is received from the calling program. SysBack assumes this behavior, and, therefore, when the end of tape is reached, SysBack issues an eject call and simply waits for the tape to be loaded. If the library is properly configured to sequential/automatic mode and the library storage slots have volumes present, then there is no manual intervention required in order to load or unload tapes.

If, in your environment, you utilize a library with applications that require use of the unit in a random or application mode, rather than sequential/automatic mode, you may create a script to assist SysBack in using the device in this scenario. In random mode, the user must issue their own commands supplied by their device driver or application to load, unload, and otherwise move tapes within the library using the robotic mechanism (library device). This is independent of SysBack. SysBack has added an end-of-tape (EOT) processing feature to integrate user-defined scripts with the backup/restore processing.

SysBack provides network boot and installation features to support environments that utilize the AIX NIM feature.

SysBack enables you to configure post-installation cloning support options for restoring backups performed on systems with a different architecture.
Accessibility by People with Disabilities

For software offerings:
SysBack has been reviewed for Accessibility Readiness and an IBM accessibility checklist has been completed.

The following features support use by people with disabilities:

• Operation by keyboard alone using Command Line Interface
• Screen magnifiers for use by people with visual impairment when using Command Line Interface
• Speech recognition products for use by people with mobility impairment when using Command Line Interface
• Optional font enlargement and high-contrast display settings using the operating systems settings

Product Positioning

IBM Tivoli Storage Manager for System Backup and Recovery, also known as SysBack, is an element of a total business continuance solution providing for rapid recovery from catastrophic AIX server failure that lets you restore normal operations rapidly and reliably.

SysBack lets you fully or partially restore the operating system, applications, or user data to a failed server so that normal operations can resume with minimal impact on your business. SysBack is an extension of Tivoli Storage Manager’s disaster recovery functionality. When used in conjunction with IBM Tivoli Storage Manager’s unique Disaster Recovery Manager capabilities, it provides users with a comprehensive solution for recovery from a catastrophic system failure.

Reference Information


Refer to Software Announcement 602-007, dated April 30, 2002.

Trademarks

SP and pSeries are trademarks of International Business Machines Corporation in the United States or other countries or both.

AIX, POWERparallel, RS/6000, and Scalable POWERparallel Systems are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Tivoli is a registered trademark of International Business Machines Corporation or Tivoli Systems Inc. in the United States or other countries or both.

Other company, product, and service names may be trademarks or service marks of others.
Offering Information

Product information will be available on day of announcement through Offering Information (OITOOL) at:

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

and through the Passport Advantage Web site at:

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

Publications

No hardcopy publications are shipped with this program.

The following publication can be ordered from the IBM Publications Center:

<table>
<thead>
<tr>
<th>Title</th>
<th>Order Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Tivoli® Storage Manager for System Backup and Recovery User’s Guide V5.5</td>
<td>GC32-9076</td>
</tr>
</tbody>
</table>

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 or customer number. A large number of publications are available online in various file formats, and they can all be downloaded free of charge.

The IBM Publications Notification System:

http://service5.boulder.ibm.com/pnsrege.nsf/messages/welcome

The Publications Notification System (PNS) enables subscribers to set up profiles of interest by order number/product number. PNS subscribers automatically receive notifications by e-mail of all new publications defined in their profiles. These may then be ordered/downloaded via the Publications Center.

Displayable Softcopy Publications:

The Tivoli Storage Manager for System Backup and Recovery manual is offered in displayable softcopy form. The files are shipped on the same media type as the basic machine-readable material, CD-ROM.

Technical Information

Specified Operating Environment

Hardware Requirements

SysBack™ supports pSeries™ and RS/6000® systems, including RS/6000 SP™ environments.

SysBack supports systems capable of the logical partitioning of AIX®, like the p690 or p670.

SysBack supports pSeries Cluster 1600 systems using the PSSP option.

Software Requirements

SysBack V5.5 requires AIX V4.3.0, or later, including AIX 5L V5.1.

Notes:

1. Support is not provided for levels less than AIX V4.3.
2. When using SysBack in a SP environment, PSSP must be at level V3.1, V3.1.1, V3.2, or V3.4.
3. The current release of SysBack does not include support for AIX V5.2 or PSSP V3.5.
4. At this time, SysBack does not include support for pSeries Cluster 1600 systems using the CSM option.

The following AIX filesets may be required:

- Required filesets not installed by default with AIX:
  - bos.sysmgt.sysbr

- Required filesets that are installed by default with AIX and may not be removed for SysBack to function properly:
  - bos.rte.bosinst
  - bos.rte.archive
  - bos.rte.libnetsvc

- Optional filesets not installed by default with AIX and necessary for certain SysBack features:
  - To use SysBack remote services features
    -- bos.rte.net
    -- bos.net.tcp.client
  - To use the SysBack network boot and install features
    -- bos.net.nfs.client
  - To use the Network Installation Management (NIM) resource network boot features
    -- NIM environment and resources must first be installed and configured in the desired location for SysBack to use these resources.
For information on installing and configuring NIM, refer to the publication *Network Installation Guide and Reference* (SC23-4113).

- To clone an image from a non-LPAR-capable system to a system that supports LPAR capabilities
  -- APAR IY22854
- To use the SP Boot/Install utilities
  -- PSSP V3.1, V3.1.1, V3.2, or V3.4
- To use the recordable CD/DVD features, refer to the README.dvcd.txt file for additional prerequisites.

**Performance Considerations:** Tivoli Storage Manager for System Backup and Recovery performance will vary depending upon your particular configuration and customization.

**Planning Information**

**Packaging**

SysBack is distributed with:

- International Program License Agreement (Z125-3301)
- Read This First (GI11-3990)
- CD-ROM (LK3T-0488), including the product code and a soft copy of the *Tivoli Storage Manager for System Backup and Recovery User’s Guide*

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

**Security, Auditability, and Control**

IBM Tivoli Storage Manager for System Backup and Recovery 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.

**Ordering Information**

**New Licensees:** Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

**Basic License:** Charge units are product specific and may not be transferred to another product.

**Ordering Information for Passport Advantage**

Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, which can simplify management and budgeting for eligible new versions and releases (and for related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, recurs on an annual basis while your Passport Advantage Agreement remains in effect. However, regardless of when Software Maintenance is acquired, the coverage period for Software Maintenance is always up to the anniversary date specified in the acquisition.

Refer to the IBM International Passport Advantage Agreement and to the IBM Software Maintenance Handbook for specific terms relating to, and a more complete description of, technical support provided through Software Maintenance.

The quantity to be specified for the Passport Advantage part numbers in the following table is per processor. To order for Passport Advantage, specify the desired part number and quantity.

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processors: Tivoli Storage Manager for System Backup and Recovery License and Software Maintenance 1st Anniversary</td>
<td>D521YLL</td>
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<tr>
<td>Tivoli Storage Manager for System Backup and Recovery License and Software Maintenance 2nd Anniversary</td>
<td>D521ZLL</td>
</tr>
<tr>
<td>Tivoli Storage Manager for System Backup and Recovery Software Maintenance Renewal to Anniversary Date</td>
<td>E00MHLL</td>
</tr>
<tr>
<td>Tivoli Storage Manager for System Backup and Recovery Software Maintenance after License to Anniversary Date</td>
<td>D5220LL</td>
</tr>
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</table>

To order a media pack for Passport Advantage, specify the part number in the desired quantity from the following table:

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
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</thead>
<tbody>
<tr>
<td>Tivoli Storage Manager for System Backup and Recovery V5.5 Media Pack — English</td>
<td>BJ098IE</td>
</tr>
</tbody>
</table>

Tivoli Storage Manager for System Backup and Recovery is also available via Web download from Passport Advantage.

**Ordering Information Outside of Passport Advantage**

To order a basic license, specify the program number and the feature number of the desired distribution medium. Also, specify the one-time charge feature number in the quantity desired (maximum quantity of 250).

The quantity to be specified for the features in the following table is per processor.

Use the following table to order the program product listed below:

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Product Name</th>
<th>Feature Number Qty 1 Qty 250</th>
</tr>
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<tbody>
<tr>
<td>5698-SYS</td>
<td>Tivoli Storage Manager for System Backup and Recovery</td>
<td>3654 3655</td>
</tr>
</tbody>
</table>

This software license includes Software Maintenance, previously referred to as Software Subscription and Technical Support.
Extending coverage for a total of three years from date of acquisition may be elected. Order the program number, feature number, and quantity to extend coverage for your software licenses. If maintenance has expired, specify the After-License feature number.

Tivoli Storage Manager for System Backup and Recovery

### Maintenance IASP PID 1-Year: 5698-YS1

<table>
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<tr>
<th>Description</th>
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<td>Use authorizations (to be ordered in quantity):</td>
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<td>Processors:</td>
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### Maintenance IASP PID 3-Year: 5698-YS3

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<td>Processors:</td>
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<td>—Software Maintenance 3-Year Registration</td>
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<td>—Software Maintenance 3-Year Renewal</td>
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<tr>
<td>—Software Maintenance 3-Year After-License</td>
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<td>3667</td>
</tr>
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</table>

### Software Maintenance

Software Maintenance is included with each product authorization acquired. Software Maintenance provides an easy and effective way by which you have access, during the coverage period, to eligible new versions and releases and to remote technical support for your covered products.

The technical support included in Software Maintenance provides remote support during normal business hours in your country or location as well as access to escalation management 24 hours a day, 7 days a week, for mission-critical (Severity 1) problems.

With Software Maintenance, you receive the following technical support benefits:

- Telephone access and/or electronic access via the Web to an IBM Customer Support Center.
- Support for routine, short duration installation and usage (how-to) questions and code-related problems.
- Support during normal country business hours, namely prime shift hours, Monday through Friday, excluding national or statutory holidays.
- Support for mission-critical (Severity 1) problems during non-prime shift hours, namely all hours outside normal country business hours including national and/or statutory holidays.
- Two-hour response time objective during prime shift for voice and electronic submission. The response objective for critical/emergency problems during offshift is also two hours.

- Access to hints, tips, and frequently asked questions.
- Access to escalation management 24 hours a day, 7 days a week.
- Open Authorized Technical Caller list to submit problems to IBM Support Centers on your behalf. Open to any number of technical specialists within your IS organization. Each caller must be registered through the IBM problem submission Web site in order to submit problems. Problem submission is handled by the Site Technical Contact as listed on the Passport Advantage enrollment form.

- eCare for Software is an initiative designed to enhance your electronic support experience by providing the following advantages:
  - Single view of IBM distributed software that includes easy/integrated access to the following information and functions:
    - Marketing
    - Technical
    - Developer
    - Business Partner
    - IBM Services
    - Downloads
    
    - Comprehensive electronic (via the Web) self-help capabilities available 24 hours a day, 7 days a week.
    - Advanced search capabilities.
    - A single interface to the IBM problem submission/management system for IBM distributed software.

Software Maintenance renewals offer you favorable pricing to continue your coverage without interruption. Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, which can simplify management and budgeting for eligible new versions and releases (and for related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, recurs on an annual basis while your Passport Advantage Agreement remains in effect. However, regardless of when Software Maintenance is acquired, the coverage period for Software Maintenance is always up to the anniversary date specified in the acquisition.

Refer to the IBM International Passport Advantage Agreement and to the IBM Software Maintenance Handbook for specific terms relating to, and a more complete description of, technical support provided through Software Maintenance.

### Basic Machine-Readable Material

The distribution media feature in the following table apply to program numbers:

- 5698-SYS
- 5698-YS1
- 5698-YS3

To order, select the distribution medium feature for the desired program number.
Feature Distribution

<table>
<thead>
<tr>
<th>Language</th>
<th>Feature Number</th>
<th>Distribution Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>5809</td>
<td>CD-ROM</td>
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</table>

**Terms and Conditions**

**Agreement**

For orders under 5698-SYS: IBM International Program License Agreement (IPLA), IBM International Agreement for Acquisition of Programs and Support (IIAAPS) and the IBM Attachment for Support, IBM Agreement for Acquisition of Support (IAAS), IBM Addendum for Support (Software Maintenance) for Selected Programs (Z125-6495), and an Order Form.

For orders under Passport Advantage: IBM IPLA, IBM International Passport Advantage Agreement (PAA), and an IBM International Passport Advantage Agreement Enrollment Form.

**Transferable:** Yes, except for programs acquired at a discount or allowance

**Limited Warranty Applies:** Yes

**Guarantee:** 30 day money-back guarantee

**Usage Restriction:** Yes. Usage is limited to the quantity of processors licensed.

**Volume Offering (IVO):** No

**Upgrade Protection Applies:** Covered as long as Software Maintenance is in effect

**Educational Allowance Available:** Yes, to qualified education institution customers

Percentage: 15%

**Licensed Program Materials Availability**

- Restricted Materials of IBM: None
- Non-Restricted Source Materials: None
- Object Code Only (OCO): All

**Maintenance Applies**

- Software Maintenance under Passport Advantage: Yes
- Software Maintenance for IBM Tivoli products: Yes

**Complementary Introductory Support:** Not available

**Program Services and End of Support:** Program services for an IBM Tivoli program are one year from the date IBM or your Business Partner makes the program available to you. The program services duration period shall be less than one year for programs acquired after the announcement of a program’s end-of-support (EOS) date. EOS for programs or versions/releases of programs will be announced 12 months prior to the effective date.

**Software Maintenance for IBM Tivoli Products and Passport Advantage**

**Software Maintenance**

- Support Center applies: Yes. Access is available through the IBM Support Center, 800-IBM-SERV (426-7378).
- Availability of Software Maintenance:
  - The first year of Software Maintenance is included with the license at no additional charge. The first year starts when the product is shipped to the customer. For a fee, Software Maintenance can be extended until three years from the date of license acquisition.
  - Software Maintenance is available for a one-year and three-year renewal for a fee as part of the IAAS, IIAAPS, or any equivalent agreement.
- Availability of Passport Advantage Software Maintenance:
  - Passport Advantage Software Maintenance is provided, at no additional charge, for each eligible program acquired until the first anniversary date. For an additional fee, a license can be acquired with maintenance to the second anniversary date.
  - Passport Advantage Software Maintenance is provided for renewal for a fee at each anniversary date. Customers who do not renew their Software Maintenance will have to purchase the Maintenance After License option to renew their maintenance agreement when they require a new level of software code or remote technical support.
- Software Maintenance and Passport Advantage Software Maintenance are available until twelve months after announcement of product discontinuance, (that is, end of life [EOL])
- Software Maintenance and Passport Advantage Software Maintenance are applicable to the current release
- **APAR Mailing Address:**
  
  Tivoli Systems Inc.  
  11400 Burnet Road  
  Austin, TX 78758  
  U.S.A  
  Attention: Product Development

**IBM Operational Support Services — Support Line:** No

**Product Web Site:** A complete list of products, terminology definitions, and licensing documents are available at the following Web site:

Prices

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Product Number</th>
<th>Feature Number Qty 1</th>
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Passport Advantage

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. For additional information about the Passport Advantage offering, visit the following Web site:

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

Order Now

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

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

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
Internet: ibm_direct@vnet.ibm.com
Mail: The Americas Call Centers
Dept. RE001
P.O. Box 2690
Atlanta, GA 30301-2690

Reference: RE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

Note: Shipments will begin after the planned availability date.

Trademarks

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RS/6000 and AIX are registered trademarks of International Business Machines Corporation in the United States or other countries or both.
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Other company, product, and service names may be trademarks or service marks of others.