



# IBM WebSphere Business Modeler V6.2 and IBM WebSphere Business Modeler Publishing Server V6.2 bring your BPM solution to life from process modeling to deployment

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## At a glance

IBM® WebSphere® Business Modeler V6.2 and IBM WebSphere Business Modeler Publishing Server V6.2:

- Support the ability to go from business modeling to solution deployment
- Support a managed test environment for solution validation
- Provide new extensions for WebSphere Business Services Fabric tooling to provide deeper integration within WebSphere Dynamic Process Edition
- Support for WebSphere Business Services Fabric industry content packs
- Enable integration of WebSphere Business Modeler Publishing Server capabilities within a unified business user interface through Business Space powered by WebSphere

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

## Overview

IBM WebSphere Business Modeler V6.2 helps you document, visualize, and analyze your business processes using industry standards and leading Business Process Management (BPM) powered by Smart SOA technologies.

Highlights:

- Empowers business users to go directly from modeling to deployment on the IBM WebSphere Process Server and (optionally) IBM WebSphere Business Monitor runtimes for certain human-centric process scenarios. A pre-configured Business Space is created as part of deployment that can be immediately used for process execution, management, and monitoring.
- Improves collaboration between business users and IT.
- Supports WebSphere Business Services Fabric industry content packs.
- Provides new extensions for WebSphere Business Services Fabric tooling to enable deeper integration with WebSphere Dynamic Process Edition.
- Provides an embedded key performance indicator (KPI) library in WebSphere Business Modeler to simplify business process modeling. The library contains over 800 open-standard KPIs based on the APQC Process Classification Frameworks (PCF).
- Supports enhanced auto-layout of process diagrams.

- Provides user interface (UI) forms integration improvements.
- Helps improve performance with IBM Rational® ClearCase® over wide area networks.

IBM WebSphere Business Modeler Publishing Server V6.2 is a Web-based tool that leverages Business Space powered by WebSphere to enable business user collaboration in developing solutions with the IBM BPM suite of products.

Highlights:

- Combines Publishing Server capabilities with other BPM content to create a unified end-user experience in Business Space powered by WebSphere
- Improves synchronization between WebSphere Business Modeler and WebSphere Business Modeler Publishing Server
- Allows viewing of models using WebSphere Business Modeler's Business Process Management Notation (BPMN) diagram style
- Delivers updated platforms for WebSphere Business Modeler Publishing Server
  - Oracle 10g and 11g
  - Firefox 2
  - Linux® for System z® - SUSE Linux Enterprise Server (SLES) 10.0 and Red Hat Enterprise Linux (RHEL) 5.0

WebSphere Business Modeler Publishing Server V6.2's collaborative capabilities are available as part of WebSphere Dynamic Process Edition V6.2 or one of the following WebSphere Business Modeler editions:

- WebSphere Business Modeler Basic V6.2
- WebSphere Business Modeler Advanced V6.2
- WebSphere Business Modeler Publishing Edition V6.2

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## Key prerequisites

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Supported operating systems

### WebSphere Business Modeler

- Microsoft® Windows® XP
- Windows Vista Business (32 bit)
- Windows Vista Enterprise (32 bit)

### WebSphere Business Modeler Publishing Server

- Microsoft Windows XP
- Windows 2000 Professional
- SUSE Linux Enterprise Server 10 on Intel® (32 bit)
- Red Hat Enterprise Linux 5 on Intel (32 bit)

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## Planned availability dates

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- **December 12, 2008:** Electronic distribution - U.S. English and national languages
- **January 16, 2009:** Media packs - U.S. English and national languages

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## Description

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New features in IBM WebSphere Business Modeler V6.2:

- Integrated WebSphere Dynamic Process Edition user experience through Business Space powered by WebSphere

- Capability for business users to go directly from modeling to deployment on the WebSphere Process Server and (optionally) WebSphere Business Monitor runtimes for certain human-centric process scenarios. A pre-configured Business Space is created as part of deployment that can be immediately used for process execution, management, and monitoring.
- Integrated industry content to help business users jumpstart solution development:
  - Support for WebSphere Business Services Fabric industry content packs
  - New KPI wizard to allow the association of industry specific KPIs to a process model
- New extensions for WebSphere Business Services Fabric tooling to provide deeper integration within WebSphere Dynamic Process Edition
  - "Hand-off" from the new WebSphere Business Services Fabric Web-based tools into WebSphere Business Modeler
  - Artifacts that can be generated and consumed by the WebSphere Business Services Fabric Composition Studio tooling
- Improved capabilities for leveraging existing service assets as part of a BPM solution
- Enhanced auto-layout of process diagrams to create more compact diagrams
- User interface (UI) forms integration improvements to synchronize form data when changes occur
- Performance improvements with IBM Rational ClearCase over wide area networks

New features in IBM WebSphere Business Modeler Publishing Server V6.2:

- Integrated WebSphere Dynamic Process Edition user experience through Business Space powered by WebSphere.
- Improved synchronization with WebSphere Business Modeler Publishing Server ensures features of WebSphere Business Modeler are reflected as part of the published model
- Ability to view models using WebSphere Business Modeler's Business Process Management Notation (BPMN) diagram style
- Capability to view process diagrams eliminating the need for Adobe® SVG viewer as a prerequisite
- Expanded platform and infrastructure support with:
  - Oracle 10g and 11g
  - Firefox 2
  - Linux on System z: SLES 10.0 and RHEL 5.0

## **WebSphere Dynamic Process Edition integration through Business Space**

### **Empowering business users through Business Space powered by WebSphere**

Business Space powered by WebSphere enables business users to create an integrated and customized user experience so that they can access contextualized process information in a secure role-based environment. Users can create their own spaces, or a collection of pages that comprise a business process, application, or collaborative end-user experience within Web-based tooling. Business Space also provides a collection of templates, which are prebuilt user experiences that can be customized or used to rapidly create a new process experience. Users can choose to mark their spaces as private or share their spaces with potential viewers or contributors in order to make smarter decisions and take action more quickly.

Business users can collaborate with their colleagues and subject matter experts within Business Space. Business Space can also help IT developers to achieve faster time to value when developing their BPM end-user experiences, through better reuse of out-of-the-box product content and simplified user interface assembly tooling. By providing a consolidated view of business process content and enabling contextual collaboration in one location, Business Space helps business users to manage their processes more effectively, make smarter decisions, and take action more quickly.

Business Space ships as a common business user interface component with the following runtime products: WebSphere Business Monitor, WebSphere Process Server, WebSphere Business Services Fabric, and WebSphere Business Modeler Publishing Server. Users of WebSphere Integration Developer can create business space content from within their test environments. Users of WebSphere Business Modeler can interact with process models in the

Business Space as part of deploying those models to a managed test environment. Finally, Business Space also complements the out-of-the box administrative client that ships with WebSphere Process Server (BPC Explorer) that is used by IT administrators.

With each purchased and deployed BPM product, you receive additional Business Space content that surfaces the capabilities of that product. To provide a richer BPM portfolio experience, this content has been integrated to take advantage of suite capabilities. In addition, you can create and integrate your own custom content within the Business Space alongside BPM product content for accessing your internal systems and application content.

### **WebSphere Business Modeler V6.2 and Business Space powered by WebSphere**

Helps business users create validated solutions prior to deployment in WebSphere Process Server by using the collaborative capabilities of Business Space:

- Provides an easy method to configure a managed test environment to validate process models, step through running processes, and perform end-user interactions
- Enables direct launch of a managed test environment in Business Space from within WebSphere Business Modeler

### **WebSphere Business Modeler Publishing Server V6.2 and Business Space powered by WebSphere**

- Publishing Server capabilities can be combined with other BPM content to create a unified end-user experience in Business Space powered by WebSphere
- Enables commenting and reviewing capability on items within Business Space

### **Further WebSphere Dynamic Process Edition integration**

Overview of process content available in Business Space

- Users of WebSphere Business Monitor can view key performance indicator (KPI) information, notifications, alerts, and historical analyses within the Business Space.
- Users of WebSphere Process Server can work with human tasks, business rules, govern changes to business artifacts, and work with business calendars. Additionally, WebSphere Process Server provides content for the IT administrator to assess the health of their BPM systems and applications, as well as ensure smooth operation.
- Users who have deployed on WebSphere Business Services Fabric can easily create new processes or immediately change existing processes - without IT involvement - by modifying business service policy attributes linked to these processes from within Business Space. Examples of these attributes include a new role, channel, region, or a broad corporate policy.
- Users of WebSphere Business Modeler Publishing Server can share and collaborate on process models, dashboard designs, and user interaction forms within Business Space.

Example of a process scenario using Business Space as part of WebSphere Dynamic Process Edition

When a client has these products deployed, a business user can combine process content from across the WebSphere Dynamic Process Edition and other BPM products from WebSphere to manage their processes in a holistic manner. For example, a manager could receive an alert in Business Space that a KPI has exceeded its threshold. This user can then create a task and assign it to one of his staff. The staff member would claim that task in his own Business Space environment, complete the work by changing a business rule, and then send a notification back to the manager informing him that the KPI is now back on track. The manager might then notify the company's executive team that the KPI target threshold has been reached and suggest that the business rule change across the entire corporation. Should the executive team agree, they would assign an individual to change a business service policy in their systems, and all business rules across the corporation that subscribe to the policy would immediately be updated.

### **Accessibility by people with disabilities**

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A U.S. 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](http://www.ibm.com/able/product_accessibility/index.html)

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## Reference information

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Refer to IBM WebSphere Business Monitor V6.2 Software Announcement [208-288](#), dated October 01, 2008, and IBM WebSphere Dynamic Process Edition V6.2 Software Announcement [208-296](#), dated October 01, 2008.

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## Program number

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Program Name	Program Number
IBM WebSphere Business Modeler Basic V6	5724-I74
IBM WebSphere Business Modeler Advanced V6	5724-I75
IBM WebSphere Business Modeler Publishing Edition V6	5724-M22
IBM WebSphere Business Modeler Publishing Server V6	5724-M23

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## Education support

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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/>

The link to the WebSphere Education customer portal gives students easy access to all of the IBM courses and training paths

<http://www.ibm.com/software/websphere/education/>

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

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## Offering Information

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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>

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## Publications

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No publications are shipped with these products.

Each product includes a *Quick Start Guide*.

User documentation for WebSphere Business Modeler and WebSphere Business Modeler Publishing Server is installed with the product and viewed using the online help system. Portions of the user documentation are translated into the following national languages: Arabic, Brazilian Portuguese, Czech, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Polish, Russian, Simplified Chinese, Spanish, Traditional Chinese, and Turkish. Documentation translations will be made available no later than 90 days after electronic general availability (GA).

Alternatively, WebSphere Business Modeler and WebSphere Business Modeler Publishing Server documentation is available for viewing from the WebSphere Business Modeler information center at

<http://www.ibm.com/software/integration/wbimodeler/library/>

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## Technical information

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### Specified operating environment

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#### *Hardware requirements*

##### **WebSphere Business Modeler V6.2**

- Processor Pentium® 4 1.4 GHz, or higher
- Available RAM 1 GB (2 GB recommended)
- Available disk space 1.8 GB for installation and additional disk space for file storage
- Display Minimum 1024 by 768 resolution (1280 by 1024, or higher recommended)

For more information on the hardware requirements for WebSphere Business Modeler, visit

<http://www-01.ibm.com/support/docview.wss?rs=2025&uid=swg27008331>

**WebSphere Business Modeler Publishing Server V6.2** is supported on the following platforms:

#### **Microsoft Windows systems**

- Intel Pentium 4 at 1.4 GHz at a minimum; multiple processors are recommended
- Available RAM: minimum 2 GB per processor; 4 GB recommended
- Available disk space: 5 GB installed plus 750 MB to install
- DVD-ROM Drive

#### **Linux on Intel systems**

- Intel Pentium 4 at 1.4 GHz at a minimum; multiple processors are recommended
- Available RAM: minimum 2 GB per processor; 4 GB recommended
- Available disk space:
  - 1.5 GB (root directory)
  - 5 GB (install directory /opt)
  - 500 MB (home directory /home)
  - 1.5 GB (temp directory /tmp)
- DVD-ROM Drive

#### **Linux on System z**

- System z processors
- DVD-ROM drive

For information on WebSphere Business Modeler products, visit

<http://www.ibm.com/software/integration/wbimodeler/advanced/sysreq/>

For information on WebSphere Business Modeler Publishing Server V6, visit

<http://www.ibm.com/software/integration/modeler/publishingserver/sysreqs/>

## **Software requirements**

### **WebSphere Business Modeler V6.2**

#### **Operating systems**

- Windows XP with Service Pack 2, or later
- Windows Vista Business (32-bit)
- Windows Vista Enterprise (32-bit)

#### Additional supported software

- One of the following Web browsers installed as your default system browser:
  - Microsoft Internet Explorer Version 6.0 SP2, or later
  - Mozilla Firefox, Version 2.0, or later
- Adobe Flash Player 9.0.28 or later installed in your system browser
- To view PDF documents within the help system, you must also have the following:
  - Adobe Acrobat Reader Version 4.05, or later
  - Acrobat Web plug-in properly installed in your system browser
- To use the asset repository support provided by WebSphere Business Modeler, you need to install IBM Rational Asset Manager V7.1.0.1
- For improved simulation performance, DB2® Express 9 is recommended
- To use the ClearCase Native views requires IBM Rational ClearCase Version V7.0.1 or V2003.06.15 for Windows
- To use the ClearCase Web-based views requires IBM Rational ClearCase Remote Client V7.1 and IBM Rational ClearCase V7.1, including IBM Rational CM server
- To use a Concurrent Version System (CVS) server it must be compatible with Eclipse 3.4. More information about compatibility between CVS and Eclipse can be found at [http://wiki.eclipse.org/index.php/CVS\\_FAQ#What\\_server\\_v](http://wiki.eclipse.org/index.php/CVS_FAQ#What_server_v)
- To use direct to deploy, an installation of IBM WebSphere Process Server V6.2 with Business Space needs to be available and optionally, an installation of IBM WebSphere Business Monitor 6.2 as well. See hardware and software requirements for these products if you plan to use them.

**WebSphere Business Modeler Publishing Server V6.2** supports the following platforms and software:

#### **Supported operating systems:**

- SUSE Linux Enterprise Server (SLES) 9.0 SP3 on Intel (32-bit)
- SUSE Linux Enterprise Server (SLES) 10.0 on Intel (32-bit)
- SUSE Linux Enterprise Server (SLES) 10.0 on IBM System z (64-bit)
- Red Hat Enterprise Linux (RHEL) 4.0 Update 3 on Intel (32-bit)
- Red Hat Enterprise Linux (RHEL) 5.0 on Intel (32-bit)
- Red Hat Enterprise Linux (RHEL) 5.0 on IBM System z (64-bit)
- Microsoft Windows Server 2003 Enterprise Edition SP1
- Microsoft Windows Server 2003 Standard Edition SP1
- Microsoft Windows XP Professional SP2 for test and development purposes only

#### **Modeling support**

- WebSphere Business Modeler V6.2

#### **Base application server requirement**

Choose from one of the following servers:

- IBM WebSphere Application Server Network Deployment V6.1
  - Must apply Fix Pack 21 (included with WebSphere Business Modeler Publishing Server)
  - 32-bit support only
- IBM WebSphere Process Server V6.2
  - Only this version is supported
  - 32-bit support only
- IBM WebSphere Enterprise Service Bus V6.2
  - 32-bit support only

#### **Supported Databases:**

- DB2 Universal Database™ Enterprise Server Edition V9.1 FixPak 4
- DB2 Universal Database Enterprise Server Edition V9.5
- Oracle 10g
- Oracle 11g

#### **Supported LDAP Servers:**

- IBM Tivoli® Directory Server V6.0
- IBM Tivoli Directory Server V6.1 (included with WebSphere Business Modeler Publishing Server)
- Microsoft Windows Server 2003 Active Directory

#### **Supported Web Browser**

Only the following browsers are supported when running on a Windows operating system:

- Internet Explorer 6.0 SP2
- Internet Explorer 7.0
- Mozilla Firefox 2
- Mozilla Firefox 3

For additional information on WebSphere Business Modeler products, visit

<http://www.ibm.com/software/integration/wbimodeler/advanced/sysreq/>

For information on WebSphere Business Modeler Publishing Server V6, visit

<http://www.ibm.com/software/integration/modeler/publishingserver/sysreqs/>

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**

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##### ***Direct customer support***

Direct customer support is provided by IBM Operational Support Services - SoftwareXcel. This fee service enhances your productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services - SoftwareXcel helps answer questions pertaining to usage and suspected software defects for eligible products.

Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).

For technical support or assistance, contact your IBM representative or visit

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

## **Packaging**

WebSphere Business Modeler V6.2 and WebSphere Business Modeler Publishing Server V6.2 are both distributed via electronic download and on separate physical media packs consisting of multiple DVDs and CD-ROMs for each product. This program, when downloaded from a Web site, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

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## **Software Services**

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IBM Software Services for WebSphere (ISSW) 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.

ISSW is adept at building effective teams consisting of your staff and IBM Global Business Services personnel, or with a global systems integrator of your choice to support the successful deployment of WebSphere Business Modeler. ISSW brings product, technology, and best-practices expertise that can make any implementation team more effective. As specialists in WebSphere products, IBM has the collective experience of hundreds of live customer implementations and hundreds of consultants globally to help ensure success.

ISSW professionals complement the project delivery team by providing deep insight into product technology and architecture as well as linkages back to the software development organization. ISSW services offerings are tailored to your individual needs, with services that range from a full outsourced deployment to focused specialist services packages that enable a project team or client to address specific challenges.

ISSW can also assist you with upgrading from earlier versions of WebSphere products. Any migration of applications involves proper planning, estimation, and timed execution. ISSW can assist by precisely assessing and evaluating your existing infrastructure and support system. ISSW has extensive, proven experience in successful product migrations.

Our ISSW consultants:

- Are missioned to help make WebSphere products successful.
- Minimize your migration risks. We've harnessed years of field experiences into a migration services program to you successfully migrate your applications.
- Provide extensive technical skills on WebSphere and WebSphere process integration products.
- Bring tried-and-true best practices expertise to every engagement.

Packaged and custom service offerings are available, including specific predefined services offerings to get you off to a running start with WebSphere process integration products.

Your ISSW sales specialist may be found at

<http://www.ibm.com/WebSphere/developer/services/contacts.html>

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

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

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## **Ordering information**

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

Product group: WebSphere

Product Identifier Description	PID
IBM WebSphere Business Modeler Advanced	5724-I75
IBM WebSphere Business Modeler Basic	5724-I74
IBM WebSphere Business Modeler Publishing Edition	5724-M22
IBM WebSphere Business Modeler Publishing Server	5724-M23

Product category: Application Integration Middleware Other

### **Charge metric**

Program name	PID number	Charge unit description
IBM WebSphere Business Modeler Basic	5724-I74	Per authorized user Per authorized user for System z
IBM WebSphere Business Modeler Advanced	5724-I75	Per authorized user Per authorized user for System z
IBM WebSphere Business Modeler Publishing Edition	5724-M22	Per Processor Value unit (PVU) Per Processor Value unit(PVU) for System z
IBM WebSphere Business Modeler Publishing Server	5724-M23	Per Processor Value unit (PVU) Per Processor Value unit (PVU) for System z

### **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 Proof of Entitlement (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 name/Description	Part number
WebSphere Business Modeler Advanced Edition V6.2	AF0BRML
WebSphere Business Modeler Basic Edition V6.2	AF0BSML
WebSphere Business Modeler Publishing Edition V6.2	AF0BTML
WebSphere Business Modeler Publishing Server V6.2	AF0BUML

For ordering information for WebSphere Business Modeler, refer to Software Announcement [206-254](#), dated October 10, 2006, and to Software Announcement [207-080](#), dated April 10, 2007.

For ordering information for WebSphere Business Modeler Publishing Server V6, refer to Software Announcement [206-239](#), dated September 26, 2006, and to Software Announcement [207-080](#), dated April 10, 2007.

### Passport Advantage customer: Media pack entitlement details

Customers with active maintenance for the products listed are entitled to receive the corresponding media packs.

Media packs description	Part number
webSphere Business Modeler Basic V6.2 English US and Multilingual	AF0BSML
webSphere Business Modeler Advanced V6.2 English US and Multilingual	AF0BRML
webSphere Business Modeler Publishing Edition V6.2 English US and Multilingual	AF0BTML
webSphere Business Modeler Publishing Server V6.2 English US and Multilingual	AF0BUML

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## Terms and conditions

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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.

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

### License Information form number

Program	LI number
webSphere Business Modeler Basic V6.2	L-DJEN-7GLJK4
webSphere Business Modeler Advanced V6.2	L-DJEN-7GLJLG
webSphere Business Modeler Publishing Edition V6.2	L-DJEN-7GLJPG
webSphere Business Modeler Publishing Server V6.2	L-DJEN-7GLJNG

The program 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

**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 will be available for a minimum of five 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, 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.

**Authorization for use on home/portable computer**

You may not copy and use this program on another computer without paying additional license fees.

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, and through the Passport Advantage Web site at

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

**Software Subscription and Support (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 (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 (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.

While your Software Subscription and Support (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, 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 (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>

**IBM Operational Support Services - SoftwareXcel**

No

**Other support**

Passport Advantage

**System i Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

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**Prices**

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**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner. Additional information is also available on the following Passport Advantage Web site

<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>

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