

# IBM MQ V9.1 and IBM WebSphere Application Server V8.5.5 and V9 deliver a new hourly pricing option for on-premises and public cloud containers

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## At a glance

IBM<sup>(R)</sup> MQ V9.1 and IBM WebSphere<sup>(R)</sup> Application Server V8.5.5 and V9 offer:

- Hourly pricing for container deployments of microservices and cloud native applications
- Support for Docker containers
- Available for on-premises and public cloud deployments

## Overview

Microservices and native cloud applications are application types that are characterized by small, fairly short-lived applications often in large numbers and that regularly see spikes in usage. Container deployments are optimized for large numbers of smaller applications and can quickly scale up or down to address changing workloads.

MQ V9.1 and WebSphere Application Server V8.5.5 and V9 provide a Virtual Process Core Instance Hours (VPC Hourly) option so pricing can be determined at a container level. Microservices and native cloud applications that run in containerized environments can benefit from the flexibility that is offered by this hourly pricing option.

## Key prerequisites

MQ V9.1 runs on a variety of operating systems. For container deployments, MQ supports Docker. The MQ Resource Adapter is compatible with application servers that support the Java<sup>TM</sup> EE 7.0 specification.

WebSphere Application Server V8.5.5 and V9 run on a variety of operating systems. For container deployments, WebSphere Application Server supports Docker and Cloud Foundry.

For details, see the [Technical information](#) section.

## Planned availability date

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September 21, 2018

See the [Availability of national languages](#) section for national language availability.

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## Description

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With VPC Hourly, usage is tracked at a container level and on a per-minute basis. Usage is rounded up at the end of the term to determine the number of hours of entitlement that is needed. Entitlement hours are pre-purchased in 1000 hour packs that can be used at any time during the 12 months following purchase. Hourly packs can be added at any point as containerized usage and hourly needs grow. The flexibility to use the hours that are purchased at any time during the one-year term can address seasonal spikes experienced by many businesses and enable greater flexibility in the rate and pace of the adoption of new containerized technology.

Dynamic environments require dynamic usage tracking solutions. IBM Cloud™ Private (ICP) is available as a supporting program at no additional charge for products supporting the new VPC Hourly option. ICP usage is restricted to the hourly metering service. Use of the ICP metering service is mandatory for tracking usage of the VPC Hourly option. ICP can be deployed on-premises or in the public cloud. Products that offer the VPC Hourly option send usage information to the ICP metering service. This provides that usage information in both a user web interface and also downloadable comma-separated values (CSV) reports, which can be useful for internal charge-back systems.

Hourly usage is calculated per-product instance as the number of virtual cores that are available to the product instance, multiplied by the number of minutes that the product instance is running. For containerized environments that enable setting a maximum core value for the container, the maximum core value is used as the number of cores available. Product documentation includes examples of how to specify the number of virtual cores for different container environments and how to ensure that the value is communicated to the program instance. Where specification of fractional cores is enabled by the container, the program will use the fractional core value to calculate the number of required hours. Granularity reaches down to fractional cores being counted on a per minute basis for an individual container.

Some long running workloads may also be a good fit for container deployments. However, paying hourly for every hour of the month would be cost prohibitive. To address this, WebSphere Application Server and MQ include a monthly cap of 160 hours on the number of chargeable hours required per core per VPC Hourly program instance per calendar month. This limits the cost of the use of the VPC Hourly option for long running applications.

Deployment flexibility is delivered with MQ and WebSphere Application Server support for Docker containerized environments that run on-premises or in the public cloud. WebSphere Application Server also supports Cloud Foundry containerized environments. The ICP Metering service can be installed on-premises or in the public cloud so you can align your tracking service with your container deployment strategy. A single ICP metering service can be used to support multiple products across a variety of container deployments.

The VPC Hourly option maximizes container optimization by aligning software pricing to actual container usage. It enables mixed workloads and moveable workloads across container infrastructures with software tracking granularity down to a container level.

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## Section 508 of the US Rehabilitation Act

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IBM MQ V9.1 is capable as of September 21, 2018, when used in accordance with associated IBM 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 US Section 508 Accessibility Conformance Statement can be requested on the [Product accessibility information](#) website.

IBM WebSphere Application Server V8.5.5 and V9 are capable as of September 21, 2018, when used in accordance with associated IBM documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the products properly interoperates with them. A US Section 508 Accessibility Conformance Statement can be requested on the [Product accessibility information](#) website.

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## Statement of general direction

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IBM intends that there will be no further releases for MQ on the Solaris operating system so that MQ V9.1 will be the last supported release.

IBM intends to add the ability for clients to generate monthly reports starting on a specific day of the month rather than the first day of the month.

Statements by IBM regarding its plans, directions, and intent are subject to change or withdrawal without notice at the sole discretion of IBM. Information regarding potential future products is intended to outline general product direction and should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for IBM products remain at the sole discretion of IBM.

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## Reference information

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For general product information on MQ, see [IBM MQ](#).

For more information on MQ for Multiplatforms, see Software Announcement [218-246](#), dated July 3, 2018.

For more information on WebSphere Application Server, see Software Announcement [216-264](#), dated June 7, 2016.

For more information about IBM Cloud™ Private, see Software Announcement [218-215](#), dated September 11, 2018.

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## Availability of national languages

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Description	Availability date	Language
IBM MQ V9.1	September 21, 2018	English, Japanese, Spanish, Korean, French, Traditional Chinese, Simplified Chinese, Polish, German, Hungarian, Russian, Portuguese Brazilian, Italian, Czech
IBM WebSphere Application Server V8.5.5 and V9	September 21, 2018	English, French, Russian, Korean, Chinese simplified, Spanish, Portuguese - Brazilian, German, Japanese, Chinese traditional, Hungarian, English, Czech, Italian, and Portuguese

Translation information, if available, can be found at the [Translation Reports](#) website.

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## Program number

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Program number	VRM	Program name
5724-H72	9.1	IBM MQ for Multiplatforms
5724-J08	8.5.5	IBM WebSphere Application Server
5724-J08	9.0	IBM WebSphere Application Server
5725-L29	8.5.5	IBM WebSphere Application Server Liberty Core
5725-L29	9.0	IBM WebSphere Application Server Liberty Core
5724-H88	8.5.5	IBM WebSphere Application Server Network Deployment
5724-H88	9.0	IBM WebSphere Application Server Network Deployment

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## Publications

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MQ V9.1 product documentation is published in [IBM Knowledge Center](#), which can be viewed from a web browser with internet access.

WebSphere Application Server product documentation is published in [IBM Knowledge Center](#), which can be viewed from a web browser with internet access.

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## Services

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### Software Services

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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, contact your Lab Services Sales or Delivery Leader.

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## Technical information

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### Specified operating environment

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#### Software requirements

MQ V9.1 requires has the following support:

- Operating system support for:
  - AIX<sup>(R)</sup>
  - IBM i
  - Linux<sup>(R)</sup>

- Solaris
- Windows™
- z/OS<sup>(R)</sup>
- Cloud support with Docker 1.12 or later and IBM Cloud Private. See the [MQ Container example on the IBM Messaging GitHub community](#) website.
- Programming language support for Java, C, C++ and COBOL with further language binding options available on the [IBM Messaging GitHub community](#) website.

Details of the software requirements are included in the [IBM MQ System Requirements](#) website.

WebSphere Application Server V8.5.5 and V9.1 support includes these operating systems:

- AIX
- HPUX
- IBM iOS
- Red Hat Enterprise Linux (RHEL)
- SUSE Linux Enterprise Server (SLES)
- Solaris
- Ubuntu
- Windows Server 2012

For complete details of the software requirements for WebSphere Application Server, see [WebSphere Application Server detailed system requirements](#) website.

### **Compatibility**

Queue managers and clients in the MQ V9.1 offering interoperate with queue managers and clients from current and previous levels of MQ, WebSphere MQ, or MQSeries<sup>(R)</sup>.

- The MQ Explorer runs on the Linux x86-64 and Windows platforms.
- The MQ Explorer, which is supplied with MQ V9.1, can use a client connection to connect to any supported level of MQ or WebSphere MQ on any platform.
- MQ Managed File Transfer supports file transfer to and from server and client installations at any level of WebSphere MQ File Transfer Edition.

### **Limitations**

For additional information, see the [Terms and conditions](#) section of this announcement, or to the license information document that is available on the [IBM Software License Agreement](#) website.

### **The IBM Support Community**

The [IBM Support Community](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. Support Community tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems, and build skills.

You can also access the [Service requests and PMRs](#) tool for more support.

### **Planning information**

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#### **Packaging**

MQ V9.1 and WebSphere Application Server V8.5.5 and V9 are distributed by electronic download.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, which 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.

## Security, auditability, and control

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MQ V9.1 and WebSphere Application Server V8.5.5 and V9 use the security and auditability features of the host software.

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

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## Ordering information

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For ordering information, consult your IBM representative or authorized IBM Business Partner, or go to the [Passport Advantage<sup>\(R\)</sup>](#) website.

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

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

More information can be found on the [IBM Channel Value Rewards](#) website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the [Find a Business Partner](#) page.

Product group: WebSphere

Product: IBM MQ for Multiplatforms (5724-H72)

Product category: MQ Series

Product: IBM WebSphere Application Server (5724-J08)

Product: IBM WebSphere Application Server Liberty Core (5725-L29)

Product: IBM WebSphere Application Server Network Deployment (5724-H88)

Product category: Application Infrastructure

## Passport Advantage

### IBM MQ V9.1

Part description	Part number
IBM MQ 1000 Virtual Processor Core Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YLDLL
IBM MQ 1000 Virtual Processor Core Hours Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDZLL
IBM MQ Advanced 1000 Virtual Processor Core Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YLFLL
IBM MQ Advanced 1000 Virtual Processor Core Hour Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDZLL

### IBM WebSphere Application Server

<b>Part description</b>	<b>Part number</b>
IBM WebSphere Application Server Network Deployment 1000 Virtual Processor Core-Instance-Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YJPLL
IBM WebSphere Application Server Network Deployment 1000 Virtual Processor Core-Instance-Hours Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDHLL
IBM WebSphere Application Server 1000 Virtual Processor Core-Instance-Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YJNLL
IBM WebSphere Application Server 1000 Virtual Processor Core-Instance-Hours Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDGLL
IBM WebSphere Application Server Liberty Core 1000 Virtual Processor Core-Instance-Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YJQLL
IBM WebSphere Application Server Liberty Core 1000 Virtual Processor Core-Instance-Hours Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDILL

### **Cross-platform product for use on IBM Z<sup>(R)</sup> Integrated Facility for Linux (IFL) engines**

Order the part numbers that follow when the product is intended to run on the Linux operating system on IBM Z IFL engines. If the product is not intended to run in these environments, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

#### **IBM MQ V9.1**

<b>Part description</b>	<b>Part number</b>
IBM MQ 1000 Virtual Processor Core Hours for Linux on IBM Z Initial Fixed Term License + SW Subscription & Support 12 Months	D1YLELL
IBM MQ 1000 Virtual Processor Core Hours for Linux on IBM Z Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDYLL
IBM MQ Advanced 1000 Virtual Processor Core Hours for Linux on IBM Z Initial Fixed Term License + SW Subscription & Support 12 Months	D1YLGLL
IBM MQ Advanced 1000 Virtual Processor Core Hours for Linux on IBM Z Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PEOLL

### **Cross-platform product for use on IBM Z**

Order the part numbers that follow when the product is used for either the development of code that will be deployed on IBM Z servers or when the product will be communicating or transferring data between a distributed server and an IBM Z server. Otherwise order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

#### **IBM WebSphere Application Server**

<b>Part description</b>	<b>Part number</b>
IBM WebSphere Application Server Network Deployment for IBM Z 1000 Virtual Processor Core-Instance-Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YJSLL
IBM WebSphere Application Server Network Deployment for IBM Z 1000 Virtual Processor Core-Instance-Hours Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDKLL
IBM WebSphere Application Server for IBM Z 1000 Virtual Processor Core-Instance-Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YJTLL
IBM WebSphere Application Server for IBM Z 1000 Virtual Processor Core-Instance-Hours Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDLLL
IBM WebSphere Application Server Liberty Core for IBM Z 1000 Virtual Processor Core-Instance-Hours Initial Fixed Term License + SW Subscription & Support 12 Months	D1YJRLL
IBM WebSphere Application Server Liberty Core for IBM Z 1000 Virtual Processor Core-Instance-Hours Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0PDJLL

### **Charge metric**

The charge metrics for these licensed products can be found in the following License Information documents:

<b>Program name</b>	<b>PID number</b>	<b>License Information number</b>
IBM MQ V9.1	5724-H72	<a href="#">L-APIG-AZYF2E</a>
IBM MQ Advanced V9.1	5724-H72	<a href="#">L-APIG-AZYF4X</a>
IBM MQ Advanced for Developers V9.1	5724-H72	<a href="#">L-APIG-AV6HPW</a>
IBM MQ Managed File Transfer Service V9.1	5724-H72	<a href="#">L-APIG-AV6HR2</a>
IBM MQ Managed File Transfer Agent V9.1	5724-H72	<a href="#">L-APIG-AV6HR2</a>
IBM MQ Advanced Message Security V9.1	5724-H72	<a href="#">L-APIG-AV6HS6</a>
IBM MQ Telemetry V9.1	5724-H72	<a href="#">L-APIG-AV6HT5</a>
IBM MQ Advanced High Availability Replica V9.1	5724-H72	<a href="#">L-APIG-AV6HMB</a>
IBM MQ Managed File Transfer Service High Availability Replica V9.1	5724-H72	<a href="#">L-APIG-AV6HU3</a>
IBM MQ Advanced Message Security High Availability Replica V9.1	5724-H72	<a href="#">L-APIG-AV6HU3</a>
IBM MQ High Availability Replica V9.1	5724-H72	<a href="#">L-APIG-AV6HUX</a>
IBM WebSphere Application Server V8.5.5.14	5724-J08	<a href="#">L-CTUR-B3DMJE</a>
IBM WebSphere Application Server Network Deployment V8.5.5.14	5724-H88	<a href="#">L-CTUR-B3DML9</a>



Program name	PID number	License Information number
IBM WebSphere Application Server Liberty Core V8.5.5.14	5725-L29	<a href="#">L-CTUR-B3DLE8</a>
IBM WebSphere Application Server V9.0.0.9	5724-J08	<a href="#">L-CTUR-B3DL7L</a>
IBM WebSphere Application Server Network Deployment V9.0.0.9	5724-H88	<a href="#">L-CTUR-B3DL9J</a>
IBM WebSphere Application Server Liberty Core V9.0.0.9	5725-L29	<a href="#">L-CTUR-B3DLE8</a>

Select your language of choice and scroll down to the Charge Metric section. See the [License Information documents](#) website for more information.

The definition of Virtual Processor Core-Instance-Hours is provided here as a convenience. See the product License Information document for the most up to date definition.

### Virtual Processor Core-Instance-Hours

Virtual Processor Core-Instance-Hours is a unit of measure by which the program can be licensed. An Hour is equal to sixty (60) minutes. Program usage will be captured in whole minute increments. A Physical Server is a physical computer that is comprised of processing units, memory, and input-output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate Physical Server. A Virtual Server is either a virtual computer created by partitioning the resources available to a Physical Server or an unpartitioned Physical Server. A Processor Core is a functional unit within a computing device that interprets and executes instructions. A Processor Core consists of at least an instruction control unit, and one or more arithmetic or logic unit. A Virtual Processor Core (VPC) is a Processor Core in an unpartitioned Physical Server, or a virtual core assigned to a Virtual Server. An Instance is a running copy of the Program, not to include copies of the Program used for backup purposes, specifically those designated as "cold" or "warm", as defined in the [IBM Software Licensed under the IPLA - Backup Use Defined Document](#).

Sufficient entitlements must be obtained for the total number of Hours that each VPC is made available to each Instance of the program in the twelve (12) month fixed term.

Licensee is required to use the metering tool provided with the Program to monitor Licensee's usage of the program. If the metering tool is not used, entitlements must be obtained for 720 Hours per calendar month for each VPC in Licensee's environment that can be made available to an Instance of the Program, regardless of whether the VPC is being made available or has been made available to an Instance of the program.

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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<sup>(R)</sup> Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

This product is only available through Passport Advantage.

## Licensing

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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<sup>(R)</sup>, where applicable, are license only and do not include Software Maintenance.

## Software Maintenance

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Licenses under the IBM Program License Agreement (IPLA) 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 can be extended by the purchase of a renewal option, if available. Two charges apply: 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 number

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Program name	License Information number
IBM MQ V9.1	<a href="#">L-APIG-AZYF2E</a>
IBM MQ Advanced V9.1	<a href="#">L-APIG-AZYF4X</a>
IBM MQ Advanced for Developers V9.1	<a href="#">L-APIG-AV6HPW</a>
IBM MQ Managed File Transfer Service V9.1	<a href="#">L-APIG-AV6HR2</a>
IBM MQ Managed File Transfer Agent V9.1	<a href="#">L-APIG-AV6HR2</a>
IBM MQ Advanced Message Security V9.1	<a href="#">L-APIG-AV6HS6</a>
IBM MQ Telemetry V9.1	<a href="#">L-APIG-AV6HT5</a>
IBM MQ Advanced High Availability Replica V9.1	<a href="#">L-APIG-AV6HMB</a>
IBM MQ Managed File Transfer Service High Availability Replica V9.1	<a href="#">L-APIG-AV6HU3</a>
IBM MQ Advanced Message Security High Availability Replica V9.1	<a href="#">L-APIG-AV6HU3</a>
IBM MQ High Availability Replica V9.1	<a href="#">L-APIG-AV6HUX</a>
IBM WebSphere Application Server V8.5.5.14	<a href="#">L-CTUR-B3DMJE</a>
IBM WebSphere Application Server Network Deployment V8.5.5.14	<a href="#">L-CTUR-B3DML9</a>
IBM WebSphere Application Server Liberty Core V8.5.5.14	<a href="#">L-CTUR-B3DLE8</a>
IBM WebSphere Application Server V9.0.0.9	<a href="#">L-CTUR-B3DL7L</a>
IBM WebSphere Application Server Network Deployment V9.0.0.9	<a href="#">L-CTUR-B3DL9J</a>
IBM WebSphere Application Server Liberty Core V9.0.0.9	<a href="#">L-CTUR-B3DLE8</a>

Select your language of choice. Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

## Limited warranty applies

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Yes

## **Limited warranty**

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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, see the [IBM Software Support Handbook](#).

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

## **Program technical support**

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Technical support of a program product version or release will be available for a minimum of two 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 (by 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 versions, releases, and updates (CD releases, Long Term Support Releases or fixes) of the program. You will be notified, through an announcement letter, of discontinuance of support with six 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.

For additional information on the IBM Software Support Lifecycle Policy, see the [IBM Software Support Lifecycle Policy](#) website.

## **Money-back guarantee**

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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.

## **Volume orders (IVO)**

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No

## **Passport Advantage applies**

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Yes, information is available on the [Passport Advantage and Passport Advantage Express<sup>\(R\)</sup>](#) website.

## **Software Subscription and Support applies**

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Yes. Software Subscription and Support, also referred to as Software Maintenance, is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements.

Product upgrades provide the latest versions and releases to entitled software, and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by 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 users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the [IBM Software Support Handbook](#). Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the [IBM Software Support Handbook](#).

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the [Passport Advantage and Passport Advantage Express](#) website.

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#### **IBM Operational Support Services - SoftwareXcel**

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No

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#### **Variable charges apply**

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No

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#### **Educational allowance available**

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Not applicable.

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### **Statement of good security practices**

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IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

**Important:** IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

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### **IBM Electronic Services**

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the [IBM Electronic Service Agent](#) website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

## Benefits

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**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization's system.

For additional information, go to the [IBM Electronic Service Agent](#) website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBMid entered during activation, you can view system and support information in the *My Systems and Premium Search* sections of the [IBM Electronic Support](#) page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBMid. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search

and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or go to the [IBM Electronic Support](#) website.

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## Prices

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The prices are unchanged by this announcement.

### IBM Global Financing

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