



# IBM Datacap V9.0 supports centralized, distributed, and mobile capture

## Table of contents

|   |   |
|---|---|
| <a href="#">1 Overview</a>                  | <a href="#">4 Publications</a>          |
| <a href="#">1 Key prerequisites</a>         | <a href="#">5 Technical information</a> |
| <a href="#">1 Planned availability date</a> | <a href="#">7 Ordering information</a>  |
| <a href="#">1 Description</a>               | <a href="#">11 Terms and conditions</a> |
| <a href="#">4 Product positioning</a>       | <a href="#">15 Prices</a>               |
| <a href="#">4 Program number</a>            | <a href="#">15 Order now</a>            |
|   | <a href="#">16 Corrections</a>          |

## Overview

IBM® Datacap V9.0 supports both centralized back office document processing as well as distributed transactional and mobile capture. It enables capture and recognition of many document types from a variety of sources such as paper, fax, email, multifunction printers (MFPs), mobile devices, and more.

This version of Datacap includes the following features and benefits:

- A new point-and-click interface for configuring capture workflows quickly and without programming enhances ease of use and faster deployment. Datacap Mobile Capture helps enable field workers and other remote users to capture documents using their smartphone or tablet, and to post directly to enterprise content management (ECM) repositories from wherever they are.
- Distributed and transactional capture solutions turn common office equipment, including network scanners and multifunction devices (MFDs), into powerful and easy-to-use workstations for capture on demand to help workers easily, quickly, and more accurately perform tasks such as adding trailing documents to a case or onboarding a new customer.
- Imaging and capture integration are enhanced for IBM FileNet® Content Manager, IBM Content Manager, IBM Navigator, and other content repositories, plus easier access to document processing from within IBM Case Manager.

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

## Key prerequisites

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

## Planned availability date

- November 25, 2014 (electronic software delivery)
- December 9, 2014 (media and documentation)

## Description

With Datacap V9.0, IBM's imaging and capture capabilities are expanded to include distributed and mobile capture. In addition to high-volume centralized scanning, Datacap supports desktop scanners in each department; MFDs in regional offices, retail locations or branches; and mobile devices in the field to enable capture wherever and whenever documents are created. Datacap can process documents originating from multiple sources - paper, fax, email, and digital documents - in real time, to accelerate business processes, improve efficiency, and lower costs.

Datacap automatically recognizes documents of different types, extracts important information from them, and makes the document and data available to other business systems. This supports applications such as IBM Case Management, accounts payable, claims processing, enterprise resource planning (ERP), and others.

The value of Datacap capture spans industries:

- Government agencies can help simplify the process of submitting documents for citizens.
- Financial services and insurance companies can take advantage of fast, complete capture of accurate customer information for more streamlined onboarding, account opening, or new loan applications.
- Available prebuilt accounts payable, medical claims, and branch banking automation applications help accelerate time to value.

Datacap offers the following potential benefits:

- Automation of capture processing in both distributed and centralized environments
- Data entry error reduction
- Elimination of document transportation costs
- Immediate access to digitized content by authorized users through a variety of interfaces and devices

### **Datacap V9.0**

Datacap V9.0 delivers important enhancements in the following areas:

#### **Ease of use and faster deployment**

Datacap V9.0 offers capabilities that help enable potentially significant time-to-value and productivity improvements:

- A simple interface helps enable a business user to easily configure an application based on a template, just drawing from the knowledge of the business documents and intended use of the extracted data. Applications can be configured or modified quickly by both technical and nontechnical users.
- Application templates for processing form-based documents and for less structured documents with leading and trailing pages. These application templates define an application's workflow and default configuration settings, which can then be modified to suit your application's requirements.
- Self-contained application building blocks, called compiled rule sets, may reduce the expertise needed to create applications, reduce application complexity by standardizing how core functions are implemented, and help make applications more consistent and easier to understand and support.
- Automatic import of repository document class and property definitions reduces the time it takes to configure applications and export documents and data.
- The ability to copy or update application databases and configuration files in one process between operating environments significantly eases deployment and maintenance of application between development, test, and production.

#### **Datacap Mobile**

IBM Datacap V9.0 delivers an enhanced mobile client with support for Android and iOS devices that features an offline mode, on-device image processing, bar code

support, and data entry on mobile device. Real-time corner detection helps guide mobile capture users to snap the best possible image, and support for capturing multiple pages with a single snap makes capturing multipage documents easier.

A sample application and source code SDK, delivered through IBM JazzHub, enables embedding Datacap Mobile capture into your own custom mobile applications.

### **Enhanced web user experience with IBM Content Navigator**

Datacap V9.0 introduces Datacap Navigator, a new web user interface based on state-of-the-art IBM Content Navigator. This delivers a user experience in a rich and responsive client and offers consistency with the other products of the IBM ECM family. Datacap Navigator includes end user interfaces for viewing, selecting, and running tasks, including scanning, fix-up, classification, and verification, as well as a job monitor for supervisors.

Datacap Navigator also helps simplify deployment of Datacap in conjunction with other ECM applications, such as IBM Case Manager, by offering a common J2EE interface platform and integration to external systems using Content Manager External Data Services.

### **Datacap Desktop**

The Datacap Desktop is the new consolidated thick client of Datacap V9.0. It offers an improved user experience for viewing, selecting, and running tasks in a single program with a single login. The task/job list is enhanced so that users can display the images contained into the batch when selecting a job as well as filter and sort jobs and select and reorder the columns to be displayed, including extra custom batch fields. Existing Taskmaster V8.1 customized panels can be easily upgraded through a simple recompile.

### **Additional enhancements**

Datacap V9.0 delivers the following additional enhancements:

- Expansion of the Web Services APIs to display Datacap functions to custom mobile applications
- Increased performance for file import and connection to the Datacap Server database
- Support for DB2® for Datacap Admin and Engine databases with DB2 entitlement
- Enhanced integration with IBM Content Manager
- The ability to export documents and index to any Content Management Interoperability Standard (CMIS)-enabled repository
- Support for RightFax 10.5
- Additional documentation for Datacap developers and administrators, including Web Service APIs
- Hebrew and Arabic support in the Datacap Web UI
- Additional Section 508 Accessibility support

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

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A US 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)

### **Section 508 of the US Rehabilitation Act**

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IBM Datacap V9.0 is capable as of November 25, 2014, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used

with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested on the following website

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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## Product positioning

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Datacap is a key component of the IBM ECM portfolio, delivering capabilities for document capture and imaging solutions. Datacap efficiently extracts important business data from documents and automatically classifies documents using a variety of advanced classification methods. It then delivers both the data and documents to line-of-business solutions and content repositories. Datacap is highly integrated with IBM ECM content repositories such as IBM FileNet Content Manager and IBM Content Manager and can also be deployed with other repositories such as Microsoft™ SharePoint to provide a robust and scalable document capture and processing solution for those repositories.

Datacap supports both centralized back office document processing as well as distributed transactional and mobile capture. It allows capture of many document types (for example, invoices, tax forms, HR docs, loan applications, and claims forms) from a variety of channels such as paper, fax, email, MFPs, mobile devices, and more.

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## Program number

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| Program number | VRM | Program name |
|----------------|-----|--------------|
| 5725-c15       | 9.0 | IBM Datacap  |

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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 website

<http://www.ibm.com/services/learning/>

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 website

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

Also, visit the Passport Advantage® website

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

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## Publications

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No publications are shipped with this product.

The IBM Publications Center

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

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. A large number of publications are available online in various file formats, which can currently be downloaded.

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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 or to contact a Software Services sales specialist, visit

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

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## Technical information

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### **Specified operating environment**

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#### **Hardware requirements**

Hardware and software requirements for this product will be available on November 25, 2014, at the following website

<http://www-01.ibm.com/support/docview.wss?uid=swg27043811>

#### **Software requirements**

Hardware and software requirements for this product will be available on November 25, 2014, at the following website

<http://www-01.ibm.com/support/docview.wss?uid=swg27043811>

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.

#### **IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge. Read about the Electronic Support portfolio of tools

<http://ibm.com/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

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

## Planning information

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### **Packaging**

This offering is delivered through the Internet. There is no physical media. This program, when downloaded from a website, 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.

### **Direct customer support**

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

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

### **Security, auditability, and control**

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IBM Datacap V9.0 uses the security and auditability features of the host software. The customer 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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This product is only available via Passport Advantage. It is not available as shrinkwrap.

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

For more information about IBM Software Value Plus, visit

[http://www.ibm.com/partnerworld/page/svp\\_authorized\\_portfolio](http://www.ibm.com/partnerworld/page/svp_authorized_portfolio)

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

<http://www.ibm.com/partnerworld/wps/bplocator/>

Product group: IBM Enterprise Content Management  
Product Identifier Description (PID):  
IBM Datacap v9.0 (5725-C15)

Product category: Datacap Capture

### **Passport Advantage**

Media pack part numbers BB02LML, BB02MML, BB03BML, BB03CML, BB03DML, BB03EML, and BB03FML are the only new part numbers being announced in this release. All other ordering part numbers have not changed and are the same as what was announced in IBM Datacap Taskmaster Capture V8.1 adds licensing options, Software Announcement [214-304](#), dated July 29, 2014 .

### **Passport Advantage customer: Media pack entitlement details**

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

Media packs  
description

Part number

|  |         |
|--|---------|
| IBM Datacap Authorized V9.0 Multiplatform Multilingual Media Pack                  | BB02LML |
| IBM Datacap Occasional V9.0 Multiplatform Multilingual Media Pack                  | BB02MML |
| IBM Datacap Mobile V9.0 Multiplatform Multilingual Media Pack                      | BB03BML |
| IBM Datacap 1000 External Pack V9.0 Multiplatform Multilingual Media Pack          | BB03CML |
| IBM Datacap Network Scanning Device V9.0 Multiplatform Multilingual Media Pack     | BB03DML |
| IBM Datacap Accounts Payable Occasional V9.0 Multiplatform Multilingual Media Pack | BB03EML |
| IBM Datacap Medical Claims Occasional V9.0 Multiplatform Multilingual Media Pack   | BB03FML |

### Charge metric

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| Program name  | PID number | Charge metric       |
|---|------------|---------------------|
| IBM Datacap Occasional Authorized                         | 5725-C15   | User Value Unit     |
| IBM Datacap Mobile Authorized                             | 5725-C15   | User Value Unit     |
| IBM Datacap Mobile Employee                               | 5725-C15   | User Value Unit     |
| IBM Datacap 1000 External Pack                            | 5725-C15   | User Value Unit     |
| IBM Datacap Network Scanning Device                       | 5725-C15   | Resource Value Unit |
| IBM Datacap Accounts Payable Occasional Authorized        | 5725-C15   | User Value Unit     |
| IBM Datacap Medical Claims Occasional Authorized          | 5725-C15   | User Value Unit     |
| IBM Datacap Entry-Level Authorized                        | 5725-C15   | User Value Unit     |
| IBM Datacap Entry-Level Employee                          | 5725-C15   | User Value Unit     |
| IBM Datacap Entry-Level Add-On Authorized                 | 5725-C15   | User Value Unit     |
| IBM Datacap Entry-Level Add-On Employee                   | 5725-C15   | User Value Unit     |
| IBM Datacap Accounts Payable Authorized                   | 5725-C15   | User Value Unit     |
| IBM Datacap Accounts Payable Employee                     | 5725-C15   | User Value Unit     |
| IBM Datacap Accounts Payable Occasional Authorized        | 5725-C15   | User Value Unit     |
| IBM Datacap Accounts Payable Add-On Authorized            | 5725-C15   | User Value Unit     |
| IBM Datacap Accounts Payable Add-On Employee              | 5725-C15   | User Value Unit     |
| IBM Datacap Accounts Payable Add-On to Production Imaging | 5725-C15   | User Value Unit     |

## Edition Authorized

|  |          |                      |
|--|----------|----------------------|
| IBM Datacap Accounts Payable Add-On to Production Imaging Edition Authorized | 5725-C15 | User Value Unit      |
| IBM Datacap Medical Claims Authorized  | 5725-C15 | User Value Unit      |
| IBM Datacap Medical Claims Employee  | 5725-C15 | User Value Unit      |
| IBM Datacap Medical Claims Occasional Authorized                             | 5725-C15 | User Value Unit      |
| IBM Datacap Medical Claims Add-On Authorized                                 | 5725-C15 | User Value Unit      |
| IBM Datacap Medical Claims Add-On Employee                                   | 5725-C15 | User Value Unit      |
| IBM Datacap Medical Claims Add-On to Production Imaging Edition Authorized   | 5725-C15 | User Value Unit      |
| IBM Datacap Medical Claims Add-on to Production Imaging Edition Employee     | 5725-C15 | User Value Unit      |
| IBM Datacap Connector for eMail and Electronic Documents                     | 5725-C15 | Connection           |
| IBM Datacap Connector Fax  | 5725-C15 | Connection           |
| IBM Datacap Connector for EMC Documentum                                     | 5725-C15 | Connection           |
| IBM Datacap Connector for Microsoft SharePoint                               | 5725-C15 | Connection           |
| IBM Datacap Rulerunner Enterprise  | 5725-C15 | Processor Value Unit |

## User Value Unit (UVU)

UVU is a unit of measure by which the program can be licensed. UVU Proofs of Entitlement are based on the number and type of users for the given program. Licensee must obtain sufficient entitlements for the number of UVUs required for licensee's environment as specified in the program specific table. The UVU entitlements are specific to the program and type of user and may not be exchanged, interchanged, or aggregated with UVU entitlements of another program or type of user. Refer to the program-specific UVU table.

## Processor Value Unit (PVU)

Processor Value Unit (PVU) is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU Table by processor value, brand, type, and model number at the following website and the number of processors made available to the program.

[http://www.ibm.com/software/lotus/passportadvantage/pvu\\_licensing\\_for\\_customers.html](http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html)

IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either Full Capacity licensing or Virtualization Capacity (Sub-Capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (see webpage below). If using Full Capacity licensing, Licensee

must obtain PVU entitlements sufficient to cover all activated processor cores<sup>1</sup> in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using Virtualization Capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

[http://www.ibm.com/software/lotus/passportadvantage/Counting\\_Software\\_licenses\\_using\\_specific\\_virtualization\\_technologies.html](http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html)

<sup>1</sup> An Activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

#### Notes:

- Some programs may require licenses for the program and what is being managed. In that case, the following applies: In addition to the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- Some programs may be licensed on a managed basis only. In that case, the following applies: Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies: Rather than obtaining entitlements for the activated processor cores available to the program, Licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

#### Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the program specific table. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource. Refer to the program-specific RVU table.

#### Notes:

- Some programs may require licenses for the resources available to and the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.
- Some programs may be licensed on a managed basis only. In that case, the following applies. Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

The programs in this announcement all have Value Unit-Based pricing

| Program number | Program name | value Unit exhibit       |
|----------------|--------------|--------------------------|
| 5725-C15       | IBM Datacap  | VUE103A, VUE105A, VUE165 |

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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.

### 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, 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 number

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L-EDAE-9P87ZJ: Datacap Rulerunner V9.0  
L-EDAE-9P87WP: Datacap Network Scanning Device V9.0  
L-EDAE-9P87SU: Datacap Medical Claims Occasional V9.0  
L-EDAE-9P87Q8: Datacap Medical Claims Add-On V9.0  
L-EDAE-9P83HC: Datacap Medical Claims V9.0  
L-EDAE-9P7QWY: Datacap Entry Level V9.0  
L-EDAE-9P7Q8B: Datacap Enterprise Edition V9.0  
L-EDAE-9P7PHP: Datacap Connectors V9.0  
L-EDAE-9P7NKM: Datacap Accounts Payable Occasional Authorized V9.0  
L-EDAE-9P7MRR: Datacap Accounts Payable V9.0  
L-EDAE-9P4SDL: Datacap Accounts Payable Add-Ons V9.0  
L-EDAE-9P4S64: Datacap Occasional Authorized V9.0  
L-EDAE-9P4RWN: Datacap 1000 External Pack V9.0  
L-EDAE-9P4RJ2: Datacap Mobile Authorized and Employee V9.0  
L-EDAE-9P48AB: Datacap Base V9.0

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

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

### 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, 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**

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Technical support of a program product version or release 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 (modifications or fixes), 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**

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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.

## **Other terms**

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### ***Volume orders (IVO)***

No

## **IBM International Passport Advantage Agreement**

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### ***Passport Advantage applies***

Yes, and through the Passport Advantage website at

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

## **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 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 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 website at

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

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

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No

## **System i® Software Maintenance applies**

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No

## **Variable charges apply**

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No

## **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 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 comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are 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 IBM Systems customers. 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, refer to

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

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 Electronic Service Agent tool-enabled customers 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 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**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 securely transmits via either the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide you a single point of exit from your site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into your system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by you and IBM. Your business applications or business data is never transmitted to IBM.

**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 IBM ID entered during activation, you can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

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 IBM ID. 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 visit

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

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## Prices

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## **Corrections**

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### **(Corrected on November 24, 2014)**

Updated text in the Technical information section to reflect the date that the website becomes available.