IBM Sametime 8.5.2 is designed to help make your business more social by delivering audio and video conferencing in browser-based meetings, and extending unified communications to new mobile devices

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Overview

IBM® Sametime® is an award-winning platform for unified communications and collaboration. A critical component of your social business strategy, unified communications provides an immediate and cost effective way to take action across your extended organization. IBM Sametime 8.5.2 is designed to help make your business more social by delivering audio and video conferencing in browser-based meetings, extending unified communications to new mobile devices, and enhancing Sametime Advanced.

IBM Sametime Standard 8.5.2 adds:

- Native and third-party audio and video in browser-based online meetings
- Standards-based Network Address Translation (NAT) support and firewall traversal for audio and video
- Bandwidth management tools to protect the network by managing audio and video usage
- Support for dual Telephone Conferencing Service Provider Interface (TCSPI) adaptors, enabling simultaneous integration with multiple audio and video conferencing systems
- A new Instant Messaging client and a Sametime Unified Telephony (SUT) dialer for Google Android devices
- A new Sametime Meeting client for Research In Motion (RIM) Blackberry devices
- Enhanced meeting room controls, including the ability to manage access to rooms, eject users, and for administrators to delete rooms
- The ability to search chat histories by person and view received files and links
- Widget support within the Sametime Connect Client
- The ability to click on any name in chat text to instantly collaborate
- Integration with Office 2010 Ribbon model
- New server platforms:
  - Microsoft® Windows® 2008 R2 Server
  - Novell SLES 11 Server

In addition to the feature enhancements in Sametime Standard, Sametime Advanced 8.5.2 also includes:

- Improved scalability to support larger user populations
- APIs for third-party compliance tools
- Lightweight Directory (LDAP) groups support for improved access control
- Integration with the Sametime System Console for simplified installation and policy management
- A new Sametime Advanced Server that utilizes the same versions of IBM WebSphere® Application Server and DB2® as Sametime Standard
- An Extranet Processor Value Unit licensing option to make working with customers and partners easier

Key prerequisites

Refer to the Hardware requirements and Software requirements sections.

Planned availability date

June 01, 2011: Electronic availability

July 22, 2011: Media availability

Description

IBM Sametime provides a core set of real-time communication services that is designed to help make social business actionable - helping teams organize and respond with unprecedented speed. Through Sametime, unified communications becomes a core part of your enterprise's social business strategy.

Sametime Standard provides the following unified communications and collaboration capabilities:

- Rich presence
- Security-rich, enterprise class instant messaging
- Online meetings
- Integrated Voice (VoIP) and high quality desktop video
- Federation with Public Instant Messaging services
- Mobile device support

IBM Sametime Advanced, working with an IBM Sametime Standard deployment, extends the infrastructure and features to include advanced social collaboration, helping make it easy to find people, information, and share expertise across enterprises. You can engage in ongoing conversations, share your desktop instantaneously for collaboration or help desk support, and tap into the collective knowledge of your organization.

- Persistent group chat rooms
  - Users can create, enter, read, and contribute to ongoing chats at any time.
  - Users can be alerted to new content, events, and people in the chat room.
  - Users can participate from the IBM Sametime Connect client or a browser.
  - Persistent chat rooms can be linked to broadcast communities.
- Broadcast communities
  - Users can create and subscribe to real-time channels devoted to various topics.

- Skill tap: Subscribers can ask questions to members of individual channels and interact with experts they do not personally know; expert responses can be saved and retrieved.
- Instant poll: Channel subscribers can create and respond to real-time polls.
- Broadcast announcements: Real-time alerts are sent to channel subscribers.
- Broadcast chat: Invite members of a broadcast community to an online group conversation.

- Instant share:
  - Share or remotely control a computer desktop with colleagues.

What's new in Sametime 8.5.2

Sametime Standard

Enhanced web browser-based online meetings provide participants with a robust experience from wherever they work:

- New native and third-party audio and video
- New slide navigation tools give more expedient control of your presentation flow
- Presenter annotation tools, such as highlighters and pointers, direct the participant's attention to a certain area of either a shared screen or presentation
- Updated polling feature allowing users to create and send polls to participants in meetings

New IBM Sametime Bandwidth Manager enables multimedia communications while helping to protect your network for mission-critical applications:

- Bandwidth limits can be set to constrain the overall amount of audio and video on the network.
- Administrators can set policies to control bandwidth based on classes of users and locations.

Improved Network Address Translation (NAT) support and firewall traversal for audio and video:

- Supports Interactive Connectivity Establishment (ICE), Session Traversal Utilities for NAT (STUN), and Traversal Using Relay NAT (TURN) standards to allow audio and video to pass through firewalls and properly navigate NAT environments
- Easily engage customers, partners, and other external parties in rich communications

New support for Dual Telephony Conferencing Service Provider Interface (TCSPI) Adaptors provides more flexible integration with audio and video conferencing systems.

- Companies can leverage more of their existing infrastructure by simultaneously integrating two audio and video conferencing systems with the Sametime media manager.
- Users have the option of choosing their preferred conferencing system from within a meeting.

New capabilities for Sametime on mobile devices:

- A new native Sametime client for Google Android devices
  - Presence and instant messaging including:
    -- Background notification of new messages.
    -- Text to speech lets your device read Sametime messages to you.
    -- Take and send photos from the chat window or send photos from your photo library.

-- Optionally, automatically update your Sametime location using the phone's GPS capabilities.

- A dialer for Sametime Unified Telephony

- New Sametime Meeting client for Research In Motion (RIM) Blackberry devices:

  – Join Sametime meeting rooms directly from web addresses in the calendar or messaging applications, or find meeting rooms by room or owner name.
  – Dial into the audio conference number with your device by clicking the phone number in the room info section.
  – Participants can view annotations by the presenter, raise or lower hands in the meeting, utilize zoom tools from the Blackberry device, and participate in group chats.
  – Participants can also click on URLs and phone numbers to launch the web browser or initiate a call with their device.

Updated Sametime rich client meeting rooms provide a more compelling experience with the following new tools:

- Rooms can be set to prevent others from entering unless the room owner or other room manager is present.
- Owners or managers can end a meeting, forcing others to leave the room.
- Owners or managers can eject individual participants and prevent them from returning for a pre-configured period of time.

The Sametime Connect client adds productivity enhancing tools:

- Support for My Widgets, an easy-to-use new breed of lightweight applications that leverage the Eclipse and Expeditor runtime shared by Sametime and Lotus Notes®.

  – A new My Widgets panel to manage your Widget collection
  – The means to connect to widget repositories
  – Support for drag-and-drop installation

- Improved chat history

  – Search chat history by person or by a specific date
  – View files and links others have shared with you without having to search individual chat sessions

- New text-recognition features

  – Names: Click on a name in any chat or chat history to instantly engage
  – Telephone numbers: Click on any phone number to initiate a call through Sametime Unified Telephony or a third-party telephony adapter

Sametime platform support and server administration:

- New server-side administrative tools for managing preferences and policies
- Improved capabilities for propagating updates to clients, including the ability to restart clients automatically
- Simplified LDAP configuration and improved federation of LDAP nodes during installation
- New administrator rights (in addition to room owners) for deleting meeting rooms
- New Sametime System Console features, including installation of federated deployment managers for Sametime Meetings
- New server platforms including Microsoft Windows 2008 R2 Server and Novell SUSE Linux® Enterprise Server (SLES) 11

New integration with Microsoft Office 2010 that supports the Office Ribbon model.

In addition to the Sametime Standard feature enhancements, Sametime Advanced 8.5.2 now offers:

- Improved scalability to support larger user populations
- APIs for third-party compliance tools
- Lightweight Directory (LDAP) groups support for improved access control
- Integration with the Sametime System Console for simplified installation and policy management
- A new Sametime Advanced Server that utilizes the same versions of IBM WebSphere Application Server and IBM DB2 as Sametime Standard
- An Extranet Processor Value Unit licensing option to make working with customers and partners easier

Note that Sametime Entry provides online presence, basic text chat, and integration with Microsoft offerings. Features such as online meetings, audio and video, APIs, SDKs, and toolkits, third-party plug-ins, mobility, browser-based clients, file transfers, screen capture tool, privacy lists, alerts, location services, and so on require Sametime Standard or Sametime Advanced entitlements.

The IBM Lotus® Sametime family is now called IBM Sametime.

Accessibility by people with disabilities

IBM strives to provide accessible solutions for customers with disabilities and where full compliancy is not met, customers are advised on workable alternatives, where possible, to meet their needs.

Reference information

Refer to Software Announcement 210-080, dated July 27, 2010.

Program number

Program number	VRM	Program name
5724-S90	8.5.2	IBM Sametime Advanced
5724-T65	8.5.2	IBM Sametime Entry
5724-J23	8.5.2	IBM Sametime Standard

Education support

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.

IBM Software Services for Education provides education to support many offerings. For a complete list of offerings visit the website at

http://www.ibm.com/software/lotus/training

Experienced Sametime administrators who are new to IBM WebSphere Application Server are encouraged to review this self-study course

http://www-10.lotus.com/ldd/stwiki.nsf/
dx/1_hour_course_to_demystify_WebSphere_Application_Server_for_LotusWPLC_

Offering Information

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

Publications

No publications are shipped with these products.

The IBM Publications Center

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

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

Technical information

Specified operating environment

Hardware requirements

For a detailed description of hardware and software requirements, refer to the product info center at

https://www-304.ibm.com/support/docview.wss?rs=477&uid=swg27019598

Software requirements

For a detailed description of hardware and software requirements, refer to the product info center at

https://www-304.ibm.com/support/docview.wss?rs=477&uid=swg27019598

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

Planning information

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

IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with each program license acquired. The initial period of

Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

IBM Sametime Standard 8.5.2 will be distributed via a media package and electronic software distribution (ESD). It is distributed in one package with the following:

- IBM Sametime Standard 8.5.2 product CDs.
- Prerequisite software CDs.
- Softcopy product documentation including readme files are included on the product CDs.

The Licence Information form numbers are L-GHUS-8G9G5J, L-KBIM-89QNEN, and L-GHUS-8ERMM3.

IBM Sametime Entry 8.5.2 will be distributed via a media package and electronic software distribution (ESD). It is distributed in one package with the following:

- IBM Sametime Entry 8.5.2 product CDs.
- Prerequisite software CDs.
- Softcopy product documentation including readme files are included on the product CDs.

The License Information form number is L-GHUS-8G9G5J.

IBM Sametime Advanced 8.5.2 will be distributed via a media package and electronic software distribution (ESD). It is distributed in one package with the following:

- IBM Sametime Advanced 8.5.2 product CDs.
- Prerequisite software CDs.
- Softcopy product documentation including readme files are included on the product CDs.

The License Information form numbers are L-GHUS-8G9G5J, L-KBIM-89QNEN, and L-GHUS-8ERMM3.

Security, auditability, and control

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

Ordering information

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

Product information

```
Licensed function title           Product group    Product
                                                    category

IBM Sametime Advanced             Sametime         Sametime
IBM Sametime Advanced Extension   Sametime         Sametime
 from Sametime Limited Entitlement
IBM Sametime Entry                Sametime         Sametime
IBM Sametime Standard             Sametime         Sametime
IBM Sametime Standard Extension   Sametime         Sametime
 from Sametime Limited Entitlement
```

Program name	PID number	Charge unit description
IBM Sametime Advanced	5724-S90	Per Authorized User
IBM Sametime Advanced	5724-S90	Per Processor Value Unit (PVU)
IBM Sametime Advanced Extension from Sametime Limited Entitlement	5724-S90	Per Authorized User
IBM Sametime Entry	5724-T65	Per Authorized User
IBM Sametime Standard	5724-J23	Per Processor Value Unit (PVU)
IBM Sametime Standard	5724-J23	PROCESSOR-Day(s)
IBM Sametime Standard	5724-J23	Per Authorized User
IBM Sametime Standard Extension from Sametime Limited Entitlement	5724-J23	Per Authorized User

Charge metrics definitions

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.

Processor Value Unit (PVU)

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

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

and the number of processors made available to the program. 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 (refer to the webpage below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores* 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

* 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.
- Express and workgroup programs may be licensed with maximum use terms. In that case, the following applies. The maximum authorized use terms and conditions for PVU licensed IBM express and middleware programs can be found in the IBM Express and Middleware Licensing Guide.

Passport Advantage program licenses

IBM Sametime Advanced

Part description	Part number
IBM Sametime Advanced Extension from Sametime Limited Entitlement	
IBM Sametime Adv Extension from Sametime Lmtd Entlmnt AU Annl SW S&S Rnwl	E08I1LL
IBM Sametime Adv Extension from Sametime Lmtd Entlmnt AU Lic+SWS&S 12 Mo	D0CCBLL
IBM Sametime Adv Extension from Sametime Lmtd Entlmnt SW S&S Reinst 12Mo	D0CCCLL

IBM Sametime Advanced

Part description	Part number
IBM Sametime Advanced	
IBM Sametime Advanced Per Authorized User Annual SW S&S Rnwl	E04KWLL
IBM Sametime Advanced Per Authorized User Lic + SW S&S 12 Mo	D03M5LL
IBM Sametime Advanced Per Authorized User SW S&S Reinstate 12 Mo	D03M6LL
IBM Sametime Advanced Per Processor Value Unit (PVU) Annual SW S&S Rnwl	E0C6WLL
IBM Sametime Advanced Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D0JPXLL
IBM Sametime Advanced Per Processor Value Unit (PVU) SW S&S Reinstate 12 Mo	D0JPYLL

IBM Sametime Entry

Part description	Part number
IBM Sametime Entry	
IBM Sametime Entry per Authorized User Annual SW S&S Rnwl	E0477LL
IBM Sametime Entry per Authorized User Lic + SW S&S 12 Mo	D61USLL
IBM Sametime Entry per Authorized User SW S&S Reinstate 12 Mo	D61UTLL

IBM Sametime Standard

Part description	Part number
IBM Sametime Standard Extension from Sametime Limited	

```
   Entitlement
ST Std Ext fr ST Lmtd Entlmt Per Authorized User Annual   E08I0LL
 SW S&S Rnwl
ST Std Ext fr ST Lmtd Entlmt Per Authorized User Lic +    D0CC9LL
 SW S&S 12 Mo
ST Std Ext fr ST Lmtd Entlmt Per Authorized User SW S&S   D0CCALL
 Reinstate 12 Mo
```

IBM Sametime Standard

```
Part description                                         Part
                                                         number


IBM Sametime Standard
IBM Sametime Standard Per Authorized User Annual SW S&S   E1CT5LL
 Rnwl
IBM Sametime Standard Per Authorized User Lic + SW S&S    D5CT2LL
 12 Mo
IBM Sametime Standard Per Authorized User SW S&S          D5CT6LL
 Reinstate 12 Mo
IBM Sametime Standard for Extranet Proc Value Unit        E026ELL
 Annual SW S&S Rnwl
IBM Sametime Standard for Extranet Proc Value Unit        D55Y0LL
 Lic+SW S&S 12 Mo
IBM Sametime Standard for Extranet Proc Value Unt SW      D55Y1LL
 S&S Reinst 12 Mo
```

Passport Advantage trade-up licenses

IBM Sametime Advanced

```
Precursor product        Trade-up product          Trade-up
                                                    part
                                                    number


IBM Sametime Advanced
IBM Sametime Standard    IBM Sametime Advanced Per   D03U1LL
                         Authorized User Trade Up
                         Lic + SW S&S 12 Mo
```

IBM Sametime Standard

```
Precursor product        Trade-up product          Trade-up
                                                    part
                                                    number


IBM Sametime Standard
IBM Sametime Entry      IBM Sametime Standard AU    D03KYLL
                         fr Sametime Entry AU
                         TradeUp Lic+SW S&S 12Mo
```

Passport Advantage supply

```
Program name/description                            Part
                                                    number

IBM Sametime Standard V8.5.2
IBM Sametime Standard Multiplatform Multilingual Media   AH156ML
 Pack
IBM Sametime Advanced V8.5.2
IBM Sametime Advanced V8.5.2 Multiplatform Multilingual  AH157ML
 Media Pack
IBM Sametime Entry V8.5.2
IBM Sametime Entry V8.5.2 Multiplatform Multilingual     AH155ML
 Media Pack
```

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.

IBM Sametime Entry V8.5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Sametime Entry per Authorized User	IBM Sametime Entry V8.5.2 Multiplatform Multilingual Media Pack	AH155ML

IBM Sametime Standard V8.5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Sametime Standard Extension from Sametime Limited Entitlement Auth User	IBM Sametime Standard Multiplatform Multilingual Media Pack	AH156ML
IBM Sametime Standard Extranet Processor Value Unit	IBM Sametime Standard Multiplatform Multilingual Media Pack	AH156ML
IBM Sametime Standard per Authorized User	IBM Sametime Standard Multiplatform Multilingual Media Pack	AH156ML

IBM Sametime Advanced V8.5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Sametime Advanced Extension from Sametime Limited Entitlement Authorized User	IBM Sametime Advanced V8.5.2 Multiplatform Multilingual Media Pack	AH157ML
IBM Sametime Advanced per Authorized User	IBM Sametime Advanced V8.5.2 Multiplatform Multilingual Media Pack	AH157ML
Sametime Advanced Extranet Processor Value Unit	IBM Sametime Advanced V8.5.2 Multiplatform Multilingual Media Pack	AH157ML

On/Off CoD

IBM Sametime Standard

Part description	Part number
IBM Sametime Standard PROCESSOR-Day(s) Per Use-Day OOCoD	ASPI7LL

Terms and conditions

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

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

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

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

License Information form numbers

```
Program name                            Program    Form number
                                        number

IBM Sametime Advanced                   5724-S90   L-GHUS-8G9G5J,
                                                     L-KBIM-89QNENL
                                                     -GHUS-8ERMM3
IBM Sametime Entry                      5724-T65   L-GHUS-8G9G5J
IBM Sametime Standard                   5724-J23   L-GHUS-8G9G5J,
                                                     L-KBIM-89QNENL
                                                     -GHUS-8ERMM3
```

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

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 version or release will be available for a minimum of three years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates (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.

Technical support of a program product version or release will be available for a minimum of three years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates (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

For clarification, note that 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 for programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.
- For clarification, note that for programs acquired under any of IBM's On/Off CoD software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

International Passport Agreement

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

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

Software Subscription and Support (Software Maintenance)

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

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

While your Software Subscription and Support (also referred to as Software Maintenance) is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

http://www.ibm.com/support/handbook

Software Subscription and Support (also referred to as Software Maintenance) does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

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

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

Other terms

System i Software Maintenance applies

No

Educational allowance available

Not applicable.

On/Off Capacity on Demand (CoD)

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

IBM Electronic Services

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

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

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

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner, or authorized IBM Business Partner for Software ValueNet®, if applicable. Additional information is also available at

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

Business Partner information

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

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

IBM Global Financing

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

   http://www.ibm.com/financing

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Corrections

(Corrected on May 31, 2011)
Changed electronic availability date to June 1, 2011.