



The IBM CICS Transaction Server for z/OS, V5.2 open beta offering takes service agility, operational efficiency, and cloud enablement to a new level

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Overview

The IBM® CICS® Transaction Server for z/OS® (CICS TS), V5.2 open beta offering gives existing CICS TS customers and those new to CICS, the opportunity to participate in a limited time trial of the latest developments in CICS TS, with no charge or financial commitment.

The CICS TS V5.2 open beta offering builds on the many advances in service agility and operational efficiency delivered in CICS TS V5.1, and includes the following significant enhancements:

Service agility

The CICS TS V5.2 open beta offering upgrades the IBM WebSphere® Application Server Liberty Profile to V8.5.5 and supports a broader set of its features. Java™ database connectivity, transactionality and security infrastructure are all functionally enhanced. This makes web applications written using Java even more capable and portable.

The JavaScript™ Object Notation (JSON) and Representational State Transfer (REST) support, introduced in the CICS TS Feature Pack for Mobile Extensions, is integrated into the CICS TS V5.2 open beta offering, making it easier than ever to interact with mobile devices and mobile-optimized gateways, such as IBM Worklight® Server.

The service enablement capabilities of CICS TS are enhanced. Data mapping for SOAP and JSON now supports UTF-16 data types, as well as additional COBOL data clauses. IP-interconnectivity (IPIC) is extended to support more high availability scenarios.

Operational efficiency

For operational efficiency, the number of supported policies thresholds is expanded to cover a wider range of task thresholds. This enables a wider range of service-level agreement thresholds to trigger autonomic actions.

The Security Assertion Markup Language (SAML) support, introduced in the CICS TS Feature Pack for Security Extensions, is enhanced and integrated into the CICS TS V5.2 open beta offering. Also introduced is support for Kerberos security tokens, and stronger cryptographic ciphers, ensuring that CICS-hosted services can integrate securely with a wide range of distributed partners.

The operational efficiency capabilities of CICS TS are enhanced. Channels and containers allow applications to be able to use containers without the need to

restructure COMMAREA-based programs. Performance enhancements include a reduction in 31-bit storage usage for web services and an increase in threadsafe support.

Cloud enablement

Major advances are made in the CICS TS V5.2 open beta offering in the area of cloud enablement.

Lifecycle management of first-class applications, introduced in CICS TS V5.1, now supports multiple installed versions of applications.

CICS applications can be integrated with cloud-based infrastructure, through products such as IBM Workload Deployer and IBM PureApplication® System (IBM Web Application pattern).

Twice as many traditional CICS resources can be defined and managed in CICS bundles, compared to previous CICS TS releases.

First-class platforms are enhanced to provide the ability to define and create new 'top down' topologies, and to add and remove regions from installed platforms.

CICS Explorer®

The CICS Explorer V5.2 open beta offering, included with the CICS TS V5.2 open beta offering, is updated to include support for the new and enhanced capabilities of this latest CICS TS open beta deliverable.

Additionally, customers who use CICSplex® System Manager (SM) workload management (WLM) can use CICS Explorer to define and manage workloads.

The CICS TS open beta program

Customers who join the CICS TS V5.2 open beta program can explore potential new CICS capability, assess its value to their business, and plan for its adoption at the earliest opportunity. The CICS TS V5.2 open beta offering shows how new workloads, such as those driven by mobile devices, can be quickly and efficiently incorporated into existing CICS systems. Participants in the open beta program may also get direct access to CICS development resources, with the opportunity to provide early feedback and are well-positioned to gain first-mover advantage.

The CICS TS V5.2 open beta offering is available for download, direct from IBM from the date of availability onwards, by visiting

<http://www.ibm.com/cics/openbeta>

To register your interest in the CICS TS V5.2 open beta program, prior to the date of availability, contact the CICS Early Programs coordinator by email, at

cicsep@uk.ibm.com

For ordering, contact your IBM representative. For more information, contact the Americas Call Centers at 800-IBM-CALL (426-2255). Reference: LE001

Key prerequisites

The minimum required level of operating system for the CICS TS V5.2 open beta offering is IBM z/OS V1.13 (5694-A01).

The minimum required level of Java is IBM 64-bit SDK for z/OS, Java Technology Edition, V7 SR1.

Planned availability date

February 24, 2014

Description

The CICS TS V5.2 open beta offering gives existing CICS TS customers, and those new to CICS, the opportunity to participate in a no charge trial of the latest developments in CICS TS, without any financial commitment.

It builds on the many advances in service agility and operational efficiency delivered in CICS TS V5.1 and includes significant enhancements in cloud enablement, while also satisfying many customer requirements.

Service agility

The CICS TS V5.2 open beta offering includes the latest WebSphere Application Server Liberty Profile, V8.5.5. This can help to make Java Platform, Enterprise Edition (JEE) web applications even more portable, and can benefit from the CICS certification of a much broader set of additional Liberty features.

For the CICS TS V5.2 open beta offering, delivered enhanced capabilities include Java Naming and Directory Interface (JNDI), bean validation, JDBC type 2 data sources, and the Java Transaction API (JTA). This support provides the ability to use the JDBC DataSource API to access relational data stored in a local IBM DB2® managed by CICS resources. Additionally the Secure Sockets Layer (SSL) support in the Liberty JVM server HTTP listener is extended to support certificates stored in System Authorization Facility (SAF) keyrings for SSL server authentication.

The JSON and REST support, introduced in the CICS TS Feature Pack for Mobile Extensions, is integrated into the CICS TS V5.2 open beta offering, making it easier than ever to interact with mobile devices and mobile-optimized gateways, such as IBM Worklight Server.

Support is added for Unicode in the CICS mapping service for SOAP and JSON web services and the TRANSFORM API. Unicode characters are mapped to UTF-16 data types in COBOL, C, C++ and PL/I. Unicode is the widely adopted standard for handling most of the characters in use today and can be used as a basis for globalization of CICS applications. In addition, the COBOL data clauses OCCURS DEPENDING ON when the depending field is last in the structure, and OCCURS INDEX BY are now supported. This further enhances the scenarios when existing CICS applications can be service-enabled.

IPIC is extended to support recommended high availability scenarios. Groups of regions from the CICS TS V5.2 open beta offering can be clustered together and accessed via a shared TCP/IP end-point from other client regions of the CICS TS V5.2 open beta offering. This support enables individual CICS regions to be removed as a single point of failure, while permitting planned or unplanned outages of individual components, and provides a migration path for VTAM® generic resource support when moving from SNA to an IP network.

Operational efficiency

For operational efficiency enhancements, the CICS TS V5.2 open beta offering includes a major expansion of the number of policy types, support for key distributed security standards, and further performance and scalability improvements.

Following customer feedback, the CICS TS V5.2 open beta offering introduces more policy conditions to trigger autonomic actions. This can enforce a broader range of service-level agreement thresholds. These include the total elapsed time for a

task, the number of START requests, SYNCPOINT requests, and temporary data and temporary storage queue requests.

Performance enhancements include reductions in 31-bit storage usage for web services, more system programming interface commands made threadsafe, and improvements to the efficiency of sysplex enqueues with optimization of retry processing.

The SAML support, introduced in the CICS TS Feature Pack for Security Extensions, is enhanced and integrated into the CICS TS V5.2 open beta offering. New support for stronger cryptographic ciphers is provided to meet guidelines in the National Institute of Standards and Technology (NIST) Special Publication 800-131A, including support for Transport Layer Security (TLS) 1.2. These security improvements, together with new support for Kerberos security tokens, enable CICS services to integrate more easily and securely with distributed partners.

Channels and containers are enhanced to introduce transaction containers that are created in the DFHTRANSACTION channel. This channel does not go out of scope when the link level changes; it is always accessible in the transaction. This allows all applications to use containers, including those that use COMMAREAs in program links.

Cloud enablement

The CICS TS V5.2 open beta offering enables a platform to host multiple versions of the same application, and multiple applications at the same time. New versions of an application can be deployed to the platform without the need to disable or remove the previous version, and be made available to users without service interruption. This can improve service agility and reduce the business risk of deploying applications as users can be progressively switched to the new version to gain confidence in it, or switched to an older version if there are any issues. Furthermore, CICS applications can be integrated with cloud-based infrastructure, using products such as IBM Workload Deployer and IBM PureApplication System (IBM Web Application pattern).

The type of resources that can be defined and managed as part of CICS bundles and applications has been broadened to include files, JVM servers, pipelines, TCP/IP services, and web services. In addition, library and program resources defined in CICS bundles as part of an application can be made private to that version of the application. This facility avoids resource name clashes between applications and application versions, and is particularly useful for server consolidation.

Applications can now have two application contexts. The initial context that is used to monitor each application and application operation resource usage across tasks and CICS regions, and a new current context. The current application context changes each time the task passes through an application entry point and is used for workload management, and is queried through programming interfaces. URIMAP resources can be set as application entry points in addition to PROGRAM resources.

First-class platforms provide the ability to define and create new topologies, and to add and remove regions from installed platforms.

CICS Explorer

The CICS Explorer V5.2 open beta offering, included with the CICS TS V5.2 open beta offering, is updated to include support for the new and enhanced capabilities of this CICS TS open beta deliverable. The CICS Explorer V5.2 open beta offering includes:

- Enhanced support for CICSplex SM WLM.
- Improvements in support for modification of associated CICSplex SM workload definitions, using a new sophisticated editor.
- Intuitive access to information about the state of running workloads.

The CICS TS open beta program

IBM beta programs for software allow customers to sign up for and acquire early releases of a product for the purposes of testing, prior to it being made commercially available. Open beta programs do not usually require customers to register before taking part in the program. Typically, product offerings, that are provided by a beta program:

- Are free of charge
- Are not warranted
- Have no support of any kind
- May not be used for productive purposes
- Contain a disabling device that will prevent it from being used after the test period ends

Details of the terms and conditions of the beta program are found in the supplied license files for the offering.

Participants in the beta program gain insight into IBM strategy and direction, and are able to build skills and develop expertise. They also obtain earlier benefit and payback from new function, may gain competitive edge, and the opportunity for public recognition as a technology leader. Participants are encouraged to provide feedback and articulate their own requirements to IBM, with the potential to help influence the shape future IBM products.

The CICS TS open beta program is focused on delivering successful early implementations of CICS TS to all worldwide customers. It provides early access to new CICS technologies and code, along with education, support, examples, and samples.

An online forum is provided for discussion and debate. The CICS development team will attempt to answer any questions and resolve any problems that may be encountered in the beta. Participants can also benefit from other participants' experiences, becoming part of a group, with a close working relationship with IBM development.

The CICS TS V5.2 open beta offering is available for download, direct from IBM from the date of availability onwards, by visiting

<http://www.ibm.com/cics/openbeta>

To register your interest in the CICS TS V5.2 open beta program, prior to the date of availability, contact the CICS Early Programs coordinator by email, at

cicsep@uk.ibm.com

Accessibility by people with disabilities

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

Section 508 of the US Rehabilitation Act

The CICS TS V5.2 open beta offering is capable, as of February 24, 2014, 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.

Product positioning

The CICS TS V5.2 open beta offering extends the cloud-style development, deployment, and operations capabilities introduced in CICS TS V5.1. It provides the opportunity to evaluate these capabilities, determine their relevance to the enterprise, and provide feedback to IBM on the concept and implementation.

CICS TS V5.1 is the latest production-ready release of CICS TS. It delivers significant enhancements over CICS TS V4 in service agility, operational efficiency, and cloud enablement. All customers who are not yet running CICS TS V5 should make plans to upgrade to this version.

CICS TS Developer Trial V5.1 is also available, as a try-before-you-buy edition of CICS TS V5.1. It has a zero-cost license charge and does not initiate any single version charging (SVC) period. Customers who want to assess the value that could be gained from a CICS TS upgrade, before making an upgrade decision, should order this product.

Reference information

For information on CICS TS, V5.1, refer to Software Announcement [212-325](#), dated October 3, 2012.

For information on CICS TS Developer Trial, refer to Software Announcement [212-010](#), dated January 24, 2012.

For information on CICS TS Value Unit Edition, V5.1, refer to Software Announcement [213-168](#), dated April 23, 2013.

For information on CICS TS Feature Pack for Mobile Extensions V1.0 and CICS TS Feature Pack for Modern Batch V1.0, refer to Software Announcement [213-177](#), dated April 23, 2013.

For information on CICS TS Feature Pack for Dynamic Scripting, V2.0, refer to Software Announcement [213-323](#), dated August 13, 2013.

For information on CICS TS Feature Pack for Security Token Extensions, V1.0, refer to Software Announcement [213-461](#), dated October 8, 2013.

For information on the portfolio of CICS Tools products, V5.1, refer to Software Announcement [212-374](#), dated October 3, 2012.

For information on z/OS Explorer, V2.1 and CICS Explorer, V5.1, refer to Software Announcement [212-374](#), dated October 3, 2012.

Program number

Program number	VRM	Program name
5655-BTA	5.2.0	CICS Transaction Server for z/OS V5.2 open beta

Offering Information

Product information is available via the Offering Information website

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

Publications

The publication *CICS Transaction Server for z/OS, V5.2 open beta program - Program Directory*, (GI13-3326) is provided for download with the CICS TS V5.2 open beta offering.

No other publications are shipped with the CICS TS V5.2 open beta offering.

Technical information

Specified operating environment

Hardware requirements

Processor

The CICS TS V5.2 open beta offering runs on any IBM System z® machine that supports the required z/OS operating system.

Parallel Sysplex® support

A Parallel Sysplex environment is not required for the CICS TS V5.2 open beta offering, but can be exploited by each of the following data-sharing facilities supported by CICS, and by the usage of the MVS™ system logger's log stream merging facility:

- IMS™ databases
- DB2 databases
- VSAM data sets
- CICS temporary storage
- Coupling facility data tables
- Named counter server

System z cryptographic hardware

Appropriate System z cryptographic hardware is required if customers need to exploit signature verification functions with WS-Security. For System z 800 and 900, this hardware is the Cryptographic Coprocessor Feature and the PCI Cryptographic Coprocessor. For System z 890, 990, z9® and z10™, it is the CP Assist for Cryptographic Functions and the Crypto Express® 2 Coprocessor. For System z196 it is CP Assist for Cryptographic Functions and the Crypto Express 3 Coprocessor. For zEnterprise® EC12 it is the CP Assist for Cryptographic Functions and the Crypto Express4S.

Katakana terminal devices

CICS TS has to issue certain messages in mixed-case, and is therefore not supported with displays or terminal emulators that are restricted to the non-extended single-byte character set (SBCS) Katakana part of code page 930.

Software requirements

For additional information on software requirements, refer to the *Program Directory*, (GI13-3326).

Operating environment

IBM z/OS V1.13 or later is required. The CICS TS V5.2 open beta offering will not initialize in an environment with a lower level of operating system installed.

Java Runtime Environment

The IBM 64-bit SDK for z/OS, Java Technology Edition, V7 SR1 or later, or V7.1, is required if using Java application programs, SAML support, JSON web services, the CICS Web Services Assistant, or the CICS XML Assistant. The IBM SDK for z/OS is available, without charge, on tape or by download. Visit

<http://www.ibm.com/servers/eserver/zseries/software/java/>

CICS to IMS connection, by using TCP/IP

For the CICS TS V5.2 open beta offering, connection to IMS using TCP/IP requires IMS 13, which supports the CICS IP interconnectivity (IPIC) protocol.

CICS Explorer

The CICS Explorer V5.2 open beta offering requires the CICS TS V5.2 open beta offering in order to operate. Details of other system requirements for both the CICS Explorer and CICS Explorer SDK are available at

<http://www.ibm.com/software/http/cics/explorer/requirements/>

Details relating to service and support for CICS Explorer are available at

<http://www.ibm.com/support/docview.wss?uid=swg21380083>

Limitations

Note that in this section, the term "Program" is defined to be the CICS TS V5.2 open beta offering.

Extracts from the Program's International License Agreement for Early Release of Programs

You agree not use the Program for productive purposes.

Your license to the Program terminates at the end of the Test Period, and you agree to promptly discontinue use of the Program and destroy all of your copies of the Program within 10 days of the end of the Test Period.

The Program may contain a disabling device that will prevent it from being used after the test period ends. You agree not to tamper with the disabling device or the Program. You should take precautions to avoid any loss of data that might result when the Program can no longer be used.

There is no charge for the use of the Program for the duration of the Test Period.

IBM does not provide support of any kind for the Program, unless IBM specifies otherwise.

IBM does not warrant that any version of the Program that is formally released or made commercially available (if any) will be similar to, or compatible with, Early Release versions.

For full terms and conditions, consult the Program's International License Agreement for Early Release of Programs.

For additional information, refer to [Usage restriction](#) topic in the [Terms and conditions](#) section of this announcement, or to the base license agreement document that is available on the IBM Software License Agreement website, at

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

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

Packaging

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.

Security, auditability, and control

The CICS TS V5.2 open beta offering uses the security and auditability features of the operating system under which it is running.

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

Software Services

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. 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/>

Ordering information

Customized Offerings

Product deliverables are shipped only via CBPDO and ServerPac. These customized offerings are offered for Internet delivery in countries where ShopzSeries product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the Shopz help information at

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

You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD delivery, the supported tape delivery options include:

- 3590
- 3592

Most products can be ordered in ServerPac the month following their availability in CBPDO. z/OS can be ordered via CBPDO and ServerPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem.

Shopz and CFSW will determine the eligibility based on product requisite checking. For more details on the product ServerPac, visit the Help section on the Shopz website at

<http://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

For additional information on the Product ServerPac option, refer to Software Announcement [212-272](#), dated July 31, 2012.

Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.

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.

License Information form number

IBM does not publish License Information for beta program offerings on the IBM Software License Agreement website.

Limited warranty applies

No

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that 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)

No

Passport Advantage applies

No

Usage restriction

Yes.

Note that in this section, the term "Program" is defined to be the CICS TS V5.2 open beta offering.

Extracts from the Program's International License Agreement for Early Release of Programs:

You agree not use the Program for productive purposes.

Your license to the Program terminates at the end of the Test Period, and you agree to promptly discontinue use of the Program and destroy all of your copies of the Program within 10 days of the end of the Test Period.

The Program may contain a disabling device that will prevent it from being used after the test period ends. You agree not to tamper with the disabling device or the Program. You should take precautions to avoid any loss of data that might result when the Program can no longer be used.

There is no charge for the use of the Program for the duration of the Test Period.

IBM does not provide support of any kind for the Program, unless IBM specifies otherwise.

IBM does not warrant that any version of the Program that is formally released or made commercially available (if any) will be similar to, or compatible with, Early Release versions.

For full terms and conditions, consult the Program's International License Agreement for Early Release of Programs.

For additional information, refer to **Usage restrictions** in the Terms and conditions section of this announcement, or to the base license agreement document that is available on the IBM Software License Agreement website, at

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

Software Subscription and Support applies

No. For operating system software, the revised IBM Operational Support Services - SoftwareXcel offering will provide support for those operating systems and associated products that are not available with the Software Subscription and Support (Software Maintenance) offering.

This will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products. For complete lists of products supported under both the current and revised offering, visit

<http://www.ibm.com/services/sl/products>

System i® Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

No. Not applicable for CICS Early Programs.

Statement of good security practices

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.

IBM Electronic Services

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

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>

Prices

The CICS TS V5.2 open beta offering is a no charge early release offering only.

For additional information, contact your IBM representative.

Order now

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

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

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
For IBM representative: callserv@ca.ibm.com
For IBM Business Partner: pwcs@us.ibm.com
Mail: IBM Teleweb Customer Support
ibm.com® Sales Execution Center, Americas North
3500 Steeles Ave. East, Tower 3/4
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Reference: LE001

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

Note: Shipments will begin after the planned availability date.

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<http://www.ibm.com/planetwide/us/>