



IBM Enterprise Content Management delivers new capabilities for IBM Datacap V9.1, IBM Case Manager V5.3, IBM Daeja ViewONE Virtual V5.0, and adoption of the IBM Continuous Delivery support model

Table of contents

1 Overview	6 Publications
2 Key prerequisites	6 Technical information
3 Planned availability date	7 Ordering information
3 Description	10 Terms and conditions
5 Statement of general direction	13 Prices
6 Program number	14 AP distribution
	15 Corrections

Overview

IBM[®] Enterprise Content Management (ECM) continues to deliver ever-increasing business value by enhancing ECM products to stay ahead of software market trends. The current IBM Software Support Lifecycle Policies can have a detrimental effect on the delivery of new function within the ECM offerings by directing development resources to support older product versions and releases versus focusing on new development. To allow IBM to focus on product roadmaps to increase the speed with which new function can be delivered, IBM announced a new Continuous Delivery (CD) support model. This allows for more granular and more regular product enhancements.

IBM Datacap V9.1, IBM Case Manager V5.3, IBM Content Navigator V3.0, and IBM Daeja[™] ViewONE Virtual V5.0 have now adopted the CD support model. For details on the CD support model, see the [IBM Software Support Lifecycle Policy](#) website.

Datacap V9.1 and Datacap Insight Edition V9.1

Datacap enables organizations to streamline the capture, recognition, and classification of business documents and to quickly and accurately extract important information from those documents for use by business users and in applications. Datacap supports multichannel capture by processing paper documents on scanners, mobile devices, multifunction peripherals (MFPs), or fax. Datacap also supports digital files, such as PDF, Microsoft[™] Office files, and image format files that are created by users, as output from applications, or that are digitally faxed or emailed to their organization.

Datacap Insight Edition V9.1, an optional add-on product to Datacap V9.1, delivers new support for automatically detecting sensitive data and applying redaction annotations for later application in real time, which is based on the role of the user who requests the document.

Datacap Insight Edition V9.1 also expands text analytics capabilities for customized language processing and dynamic updates to natural language processing.

Datacap V9.1 also adds support for the Thai language.

Case Manager V5.3

Case Manager is a platform for designing and deploying solutions that help people gather the right content, apply analytics for faster, more accurate decisions, and take action to assure better business outcomes. With Case Manager, organizations bring focus to the chaos of content, both structured and unstructured, on premises, in the cloud, in the office, or in the field with mobile devices. Decision-makers in all industries work smarter with the IBM Advanced Case Management (ACM) offering, which encompasses documents, data, social media, video, audio, images and GPS data. For compliance with industry standards, it provides:

- Flexible workflow controls
- Access to powerful analytics and dashboards
- Collaboration tools for internal and external workers
- Complete audit tracking

Case Manager V5.3 delivers the following:

- Enhanced collaboration with Box users on content and events
- Better visibility through integrated dashboards so that Case Workers can see at a glance the states of cases and tasks in the system
- Streamlined compliance and audit of cases with new capabilities for recording all Case activities to provide a record of the actions to external parties
- Accelerate the development of Case solutions with new, simplified and streamlined solution development tools

Content Navigator V3.0

Content Navigator is the unified ECM experience platform that spans mobile, web, and desktop form factors. It includes features that make it easy to create, share, manage, and collaborate on content by using ECM products, key partner solutions, and even third-party content repositories. Content Navigator is not just a modern, easy-to-use experience, it is also an open-standards-based platform to build custom ECM applications. It is the most effective way for partners and clients to simplify and accelerate development of custom user experiences on mobile, web and desktop. For additional information on Content Navigator V3.0, refer to Software Announcement [AP16-0513](#), dated December 13, 2016.

Daeja ViewONE Virtual V5.0

Daeja ViewONE Virtual is a server-based document and image viewer that provides a lightweight HTML and JavaScript™ front end for users of mobile devices or desktops. Most processing takes place on the server, which makes the viewer ideal for use where a client Java™ environment is not permitted or supported.

Daeja ViewONE Virtual V5.0 now supports role-based redaction, in Content Navigator V3.0, with its Daeja ViewONE Virtual Module for Permanent Redaction.

Daeja ViewONE Virtual V5.0 is available from [IBM Fix Central](#).

Key prerequisites

Datacap V9.1 requires a:

- Server that is capable of supporting Windows™ 2008 R2 or 2012.
- Compatible web browser that runs with a Microsoft Windows or Macintosh operating system
- Workstation that is capable of supporting Microsoft Windows 7, 8.1, or 10 operating system for configuration.

Case Manager V5.3 requires a workstation that is capable of supporting one of the following operating systems

- AIX^(R) 7.1, or later
- Red Hat Enterprise LinuxTM (RHEL) Server 7.1, or later
- SUSE Linux Enterprise Server (SLES) 11 and 12
- Windows Server 2012 and 2012 R2
- Windows Server 2016

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

Planned availability date

December 16, 2016

Description

Datacap V9.1 delivers enhancements to Datacap Insight Edition and also Thai language support

Datacap Insight Edition supports redaction annotations:

- Redaction annotations can be created by using new actions for Datacap rules. This can enable automated detection of text areas within a document and placement of redaction annotations over those areas. Redactions can be automatically placed based on text searching or tied to field locations. Datacap standard actions can operate on redactions annotations, which are defined as Datacap fields on any page of a document. By using the FileNet^(R) export actions, redaction annotations are exported along with the documents to IBM Content Foundation.
- With Datacap Navigator, users can create, display, and modify redaction annotations on documents in the Daeja viewer in the verify screen.
 - Create redaction annotations by drawing boxes and selecting annotation reasons.
 - Toggle on and off the display of redaction annotations.

Redaction annotations can be moved, resized, and deleted. Redactions annotation settings for Datacap are created and updated by using the Datacap Navigator administration feature. Redaction role definitions are not supported in the Datacap Navigator user interface.

Datacap Insight Edition supports expanded custom text analytics capabilities:

- The document analytics actions compile Annotation Query Language (AQL) text extractor source definitions that are created by tools that are not included in the Datacap Insight Edition offering. An example is AQL definitions that are exported from IBM BigInsights^(R) text analytics graphical editor.
- AQL extractors can reference external dictionaries so that dictionary terms can be updated on the runtime system. Dictionaries can be updated by the Datacap by using actions or can be updated by replacing the dictionary files. This facilitates dynamic updates to the natural language processing analysis that are based on feedback in the runtime system.

Datacap V9.1 adds support for Thai language:

- Documents that contain machine-printed Thai language can be recognized by using optical character recognition with the OCR_A¹ recognition engine.
- Documents can be processed with a limited set of capabilities that include the following supported capabilities:
 - Pages and documents can be identified by using fingerprint analysis and keyword location.
 - Text fields can be located by using zonal and keyword searching.

- Fields can be validated by using the validate actions and via database lookups.
- Documents and text can be exported to Content Foundation, file systems, XML, text, and databases.
- Clients can scan, verify, and classify documents with Thai language by using the Datacap Navigator user interface

¹ Object Character Recognition

Case Manager V5.3 adds:

- Direct integration with Box
 - Case Manager now provides a Box Collaboration feature that allows case workers to create a Box folder and associate it to a specific case. Through this Box folder, case workers can invite external Box users to access to the Box folder, to upload content, and share with the Case Worker or vice versa.
 - Case Manager also provides a Box event listener service to detect for any new content or changes to existing content in the Box folder, with the ability to automatically launch a workflow task, a new case, or update the case accordingly.
- Integrated dashboards
 - Solution administrators are now able to configure statistical dashboards directly in Case Manager without the need for additional software. Case Workers can now visualize those statistical dashboards for Cases and Tasks from within the case client for better visibility of key case information.
- Case Packager
 - Case Manager now provides an easy-to-install widget that allows case workers to package case details into a PDF and the Case content, package case details into a zip file that can be used for sending to an external party for compliance purposes, to declare as a record, or for providing a summary of all activities in the case. Along with Case Client UI access, Case Packager will also be incorporated with a single click task and an automatic component step in a task for creation of case package.
- Property steps
 - A new property step is added to case builder so that solution administrators can easily incorporate a step in the workflow for setting any case or task property to a specific value or copy the value from another property to more easily move the case forward.
- Version control
 - Case Manager V5.3 adds the ability to capture every change along with comments on the changes made by using Case Manager Builder to automatically commit to a Version Control system at the same time as the change is committed to Case Manager. This allows solution administrators to easily identify and track changes in Case Manager solutions by using their standard development tools.
- Solution compare
 - Case Manager also provides a compare tool that detects the differences between two solutions and identifies parts of the solution that were modified, deleted or added, so that solution administrators can easily identify what changes were made.
- Document subclass
 - Solution administrators can define a parent document class containing common properties and then create multiple child document classes, with each having set of their own properties. The new child document classes and then can to be used as an Initiating Document for different case types in the solution.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be found on the [IBM Accessibility](#) website.

Statement of general direction

The IBM Forms integration module, which provides integration from the Forms widget to IBM Forms, is planned to be removed from a future release of Case Manager.

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

Reference information

For additional information on Datacap V9, refer to Software Announcements:

- [AP15-0495](#), dated December 15, 2015
- [AP15-0440](#), dated October 20, 2015
- [AP14-0473](#), dated October 21, 2014

For additional information on IBM Datacap on Cloud, refer to Software Announcement [AP16-0187](#), dated June 28, 2016.

For additional information on IBM Datacap Mobile, refer to Software Announcement [AP15-0189](#), dated June 16, 2015.

For additional information on Case Manager V5, refer to Software Announcements:

- [AP14-0330](#), dated September 9, 2014
- [AP13-0321](#), dated September 10, 2013
- [AP12-0276](#), dated September 4, 2012

For additional information on IBM Case Manager on Cloud, refer to Software Announcements:

- [AP16-0187](#), dated June 28, 2016
- [AP15-0208](#), dated April 28, 2015

For additional information on IBM Case Manager Mobile, refer to Software Announcement [AP15-0189](#), dated June 16, 2015.

For additional information on Content Navigator, refer to Software Announcements:

- [AP16-0513](#), dated December 13, 2016
- [AP14-0480](#), dated October 28, 2014

For additional information on Daeja ViewONE Virtual, refer to Software Announcements:

- [AP15-0228](#), dated June 16, 2015
- [AP15-0130](#), dated March 10, 2015
- [AP14-0110](#), dated April 01, 2014

Program number

Program number	VRM	Program name
5725-C15	9.1.0	IBM Datacap
5725-A15	5.3.0	IBM Case Manager
5725-Q04	5.0.0	IBM Daeja ViewONE Virtual

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)}](#) and [Passport Advantage Express^{\(R\)}](#) website.

Publications

No publications are shipped with these products.

Documentation for the following products can be viewed from a web browser with internet access or be downloaded from [IBM Knowledge Center](#):

- [Datacap](#)
- [Case Manager](#)
- [Content Navigator](#)
- [Daeja ViewONE Virtual](#)

Technical information

Specified operating environment

Hardware requirements

Datacap V9.1

Additional details on the hardware requirements for this product will be available on December 16, 2016, on the [IBM Support portal](#) website.

Case Manager V5.3

Additional details on the hardware requirements for this product will be available on December 16, 2016, on the [IBM Support portal](#) website.

Software requirements

Datacap V9.1

Datacap V9.1 requires a:

- Microsoft Windows Server 2008 R2 or Windows for core Datacap services
- Microsoft Windows 7, 8.1, or 10 for to support administration and thick client user interfaces
- Compatible web browser for web user interfaces
- Compatible relational database management system (RDBMS)
- Compatible LDAP directory services

Additional details on the software requirements for this product will be available on December 16, 2016, on the [IBM Support portal](#) website.

Case Manager V5.3

Additional details on the software requirements for this product will be available on December 16, 2016, on the [IBM Support portal](#) website.

Planning information

Customer responsibilities

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

These offerings are 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.

Security, auditability, and control

Datacap V9.1 and Case Manager V5.3 use 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.

Ordering information

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

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

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

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

Datacap

Product Group: Enterprise Content Management

Product: Datacap V9.1 (5725-C15)

Product category: Datacap Capture

Case Manager

Product Group: Enterprise Content Management

Product: Case Manager V5.3 (5725-A15)

Product category: Case Manager

Datacap, Case Manager, and Daeja ViewONE Virtual have Value Unit-based pricing.

Passport Advantage

Datacap V9.1

Ordering information remains unchanged from the previous announcement. Refer to Software Announcement [AP15-0495](#), dated December 15, 2015.

Case Manager V5.3

Ordering information remains unchanged from the previous announcement. Refer to Software Announcement [AP14-0330](#), dated September 9, 2014.

Daeja ViewONE Virtual V5.0

Daeja ViewONE Virtual V5.0 is available from [IBM Fix Central](#).

Cross-platform product for use on z Systems™ Integrated Facility for Linux (IFL) engines or zEnterprise® BladeCenter Extension

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

IBM Datacap V9.1

Not applicable.

IBM Case Manager V5.3

Ordering information remains unchanged from the previous announcement. Refer to Software Announcement [AP14-0330](#), dated September 9, 2014.

Cross-platform product for use on z Systems

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

IBM Datacap V9.1

Not applicable.

IBM Case Manager V5.3

Ordering information remains unchanged from the previous announcement. Refer to Software Announcement [AP14-0330](#), dated September 9, 2014.

Charge metric

Program name	PID number	Charge metric
IBM Datacap	5725-C15	Processor Value Unit (PVU)
		Resource Value Unit (RVU)
		User Value Unit (UVU)

Program name	PID number	Charge metric
IBM Case Manager	5725-A15	Connection Resource Value Unit (RVU) User Value Unit (UVU)

User Value Unit (UVU)

UVU is a unit of measure by which the program can be licensed. UVU Proofs of Entitlement (PoEs) 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)

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 website below) 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 (socket). A dual-core processor chip, for example, has two processor cores. The PVU table can be found on the [PVU licensing for Distributed Software](#) page. 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 found on the [Virtualization Capacity License Counting Rules](#) page. 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 that can be found on the [Virtualization Capacity License Counting Rules](#) page.

* 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^(R)

- 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 (PoEs) 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.

Connection

Connection is a unit of measure by which the Program can be licensed. A Connection is a link or association of a database, application, server, or any other type of device to the Program. Licensee must obtain entitlements for the total number of Connections, which have been or are made to the Program.

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.

This product is only available through Passport Advantage.

Licensing

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

Agreement for Acquisition of 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

IBM Datacap V9.1

License Information number	Description
L-AJAE-AFPNQS	Datacap Rulerunner Enterprise V9.1
L-AJAE-AFPNS7	Datacap Network Scanning Device V9.1

License Information number	Description
L-AJAE-AFPNU8	Datacap Network Scanning Device Add-ons V9.1
L-AJAE-AFPNMH	Datacap Entry-level Authorized V9.1
L-AJAE-AFPNVT	Datacap Enterprise Edition V9.1
L-AJAE-AFPNPB	Datacap Accounts Payable Occasional Authorized and Medical Claims Occasional Authorized V9.1
L-AJAE-AFPNG9	Datacap Accounts Payable Authorized and Medical Claims Authorized V9.1
L-AJAE-AFPNKB	Datacap Accounts Payable and Medical Claims Add-Ons V9.1
L-AJAE-AFPND5	Datacap Occasional Authorized V9.1
L-AJAE-AFPN2F	Datacap Mobile Authorized V9.1
L-AJAE-AFPL7B	Datacap Base Authorized and 1000 External Pack V9.1
L-AJAE-AFPNXF	Datacap Connectors V9.1
L-AJAE-AFPNZJ	Datacap Insight Edition Add-Ons V9.1

IBM Case Manager V5.3

License Information number	Description
L-VSAY-AFAS7W	Case Manager Authorized V5.3
L-VSAY-AFAU83	Case Manager Workgroup Authorized V5.3

See the [License Information documents](#) page on the IBM Software License Agreement website for more information.

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

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

Program technical support

Continuous Delivery Support Model

The program products in this announcement use the Continuous Delivery (CD) support model for the delivery of new function and enhancements that will be available through incremental updates.

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

This technical support allows you to obtain assistance (by telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, through an announcement letter, of discontinuance of support with 12 months'

notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

Money-back guarantee

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

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Software Subscription and Support applies

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

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

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the [IBM Software Support Handbook](#). Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

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

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

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

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 lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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

Prices

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 to access the [IBM PartnerWorld^{\(R\)}](#) website.

For all charges, contact your IBM representative.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

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, from both 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 go to the [IBM Global Financing](#) website for more information.

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, can help accelerate implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified customers.

AP distribution

Country/Region	Announced
AP IOT	
ASEAN *	Yes
India/South Asia **	Yes
Australia	Yes
Hong Kong	Yes
Macao SAR of the PRC	Yes
Mongolia	Yes
New Zealand	Yes
People's Republic of China	Yes
South Korea	Yes
Taiwan	Yes
Japan IOT	
Japan	Yes

* Brunei Darussalam, Cambodia, Indonesia, Lao People's Democratic Republic, Malaysia, Myanmar, Philippines, Singapore, Thailand, Timor-Leste, and Vietnam

** Bangladesh, Bhutan, India, Maldives, Nepal, and Sri Lanka

Trademarks

Daeja and z Systems are trademarks of IBM Corporation in the United States, other countries, or both.
 IBM, AIX, PartnerWorld, Passport Advantage, Express, FileNet, BigInsights, zEnterprise, Notes and System i are registered trademarks of IBM Corporation in the United States, other countries, or both.
 Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.
 Oracle and Java are trademarks of Oracle and/or its affiliates in the United States, other countries, or both.
 Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.
 Other company, product, and service names may be trademarks or service marks of others.

Terms of use

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Reference to other products in this announcement does not necessarily imply those products are announced, or intend to be announced, in your country. Additional terms of use are located at:

[Terms of use](#)

For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the [IBM worldwide contacts page](#)

[IBM Directory of worldwide contacts](#)

Corrections

(Corrected on December 27, 2016)

The title is revised.