



# Support for Hyperledger fabric blockchain networks deliver access to the expertise and scale of the global IBM support team

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## At a glance

IBM<sup>(R)</sup> supports the Hyperledger blockchain fabric by offering the following capabilities and features::

- Ability to run your business on IBM tested and validated Docker images of the Hyperledger blockchain fabric.
- Elite Support provides high-severity issue support 24 by 7 by 365, with two-hour response time
- Teams of IBM experts to answer your questions so that issues experienced with the fabric can be analyzed by those who actively contribute to the fabric code base
- Two, flexible levels of support:
  - IBM Entry
  - IBM Elite

## Overview

Blockchain, a technology for a new generation of transactional applications, establishes trust, accountability, and transparency, while streamlining business processes. With blockchain, you can redesign the most fundamental business exchanges for a new world of digital interactions.

Blockchain has the potential to reduce the cost and complexity of cross-enterprise business processes. Its distributed ledger makes it easier to create cost-efficient business networks, where virtually anything of value can be tracked and traded, without requiring a central point of control. The use of this emerging technology is showing great promise across a broad range of business applications.

The Linux<sup>TM</sup> Foundation's Hyperledger community is an open, collaborative effort to advance blockchain technology for cross-industry use. The Hyperledger fabric project is a leading implementation of a private, permissioned blockchain. IBM is one of a significant and growing group of contributors that are dedicated to growing the use of the Hyperledger fabric technology.

Download, install, and begin building blockchain networks to develop new distributed ledger applications for internal lines of business, or with business partners. With IBM support, your questions will be answered by blockchain experts, and issues will be addressed to help reduce risk to the business.

IBM offers a set of Docker images that contain the fabric code. IBM signs and uploads them to [ibmblockchain-Docker Hub](#). From that website, follow the links for instructions on how to setup a supported blockchain network configuration.

IBM provides support-only offerings for clients who use these images and want to use the expertise and scale of the global IBM support team. Two tiers of support offerings are available, IBM Entry and IBM Elite.

These levels of support are defined in the [IBM Support Handbook Appendix A](#). Refer to the table of support-only offerings, under the heading *IBM Selected Support options*. The IBM Elite support offering for the IBM Hyperledger blockchain fabric Docker images offers five Developer Assistance Incidents.

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## Key prerequisites

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To use the IBM supported Hyperledger fabric Docker images, the following prerequisites are required:

- A processor with virtualization technology, as a hosting environment. This can be one of the supported processor types:
  - IBM LinuxONE™
  - IBM z Systems™
  - IBM Power Systems™
  - Intel™
- The following software:
  - Docker Engine
  - Docker Compose

For additional information on software requirements, follow the links from [ibmlockchain-Docker Hub](#) website.

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## Planned availability date

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October 20, 2016

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## Program number

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Program name	Program number
IBM Elite Support for Hyperledger Blockchain	5737-C26
IBM Entry Support for Hyperledger Blockchain	5737-C27

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## Offering Information

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

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

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## Publications

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Not applicable.

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## Technical information

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### Specified operating environment

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#### **Software requirements**

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

#### **IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement. Read about the Electronic Support portfolio of tools on the [IBM Electronic Support](#) website.

You can also access the [IBM Support Portal](#) page and the online [Service requests and PMRs](#) tool for more support.

### Planning information

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#### **Packaging**

Not applicable.

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## Ordering information

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

Product group: IBM Cloud

Product: IBM Elite Support for Hyperledger Blockchain (5737-C26)

Product: IBM Entry Support for Hyperledger Blockchain (5737-C27)

Product category: Hybrid Integration

#### **Passport Advantage**

##### **IBM Elite Support for Hyperledger Blockchain**

<b>Program name/Description</b>	<b>Part number</b>
IBM Elite Support for Hyperledger Blockchain Fabric Virtual Server SW Support 12 Months	D1QVKLL

##### **IBM Entry Support for Hyperledger Blockchain**

<b>Program name/Description</b>	<b>Part number</b>
IBM Entry Support for Hyperledger Blockchain Fabric Virtual Server SW Support 12 Months	D1QVLLL

#### **Charge metric**

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##### **IBM Support for Hyperledger Blockchain (Passport Advantage)**

<b>Program name</b>	<b>Program number</b>	<b>Charge unit description</b>
IBM Elite Support for Hyperledger Blockchain	5737-C26	Virtual Server
IBM Entry Support for Hyperledger Blockchain	5737-C27	Virtual Server

### **Virtual Server**

Virtual Server is a unit of measure by which the Program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. A virtual server is either a virtual computer created by partitioning the resources available to a physical server or an unpartitioned physical server. Licensee must obtain Virtual Server entitlements for each Virtual Server made available to the Program, regardless of the number of processor cores in the Virtual Server or the number of copies of the Program on the Virtual Server.

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## **Terms and conditions**

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

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### **Agreement for Acquisition of Software Maintenance**

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These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

### **License Information number**

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Not applicable.

### **Limited warranty applies**

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Yes

## **Limited warranty**

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IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the [IBM Software Support Handbook](#).

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

## **Money-back guarantee**

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

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

## **Volume orders (IVO)**

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No

## **Passport Advantage applies**

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

## **System i Software Maintenance applies**

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No

## **Variable charges apply**

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No

## **Educational allowance available**

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Not applicable.

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## **Statement of good security practices**

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IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a 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.

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## IBM Electronic Services

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

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

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

### Benefits

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

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

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

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

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your 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 go to the [IBM Electronic Support](#) website.

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## Prices

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### 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 Passport Advantage](#) or [IBM PartnerWorld<sup>®</sup>](#) website.

For all local charges, contact your IBM representative.

### Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

### IBM Global Financing

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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.

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## AP distribution

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Country/Region	Announced
AP IOT	
ASEAN *	Yes
India/South Asia **	Yes

<b>Country/Region</b>	<b>Announced</b>
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

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[IBM Japan](#)

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## **Corrections**

### **(Corrected on November 21, 2016)**

The Overview and Key prerequisites sections are revised.