



IBM Information Archive V2.1 expands coverage and delivers more function

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At a glance

Intended benefits of IBM® Information Archive V2.1:

- Expands support for additional access methods with Common Internet File System (CIFS) that enables clients using Microsoft® Windows-based applications to archive information directly to Information Archive
- Introduces an Index and Search feature that enables you to build an index of your information as it is archived, then search that information for specific files based on end-user specified criteria
- Lets you execute searches and associated retrievals without disrupting applications or the archiving operations

For ordering, contact Your IBM representative or an IBM Business Partner.
For more information contact the Americas Call Centers at
800-IBM-CALL (426-2255).

Reference: YE001

Overview

IBM Information Archive V2.1 is a fully integrated solution for storing archived information in an immutable storage infrastructure, that can prevent documents from being erased or changed, either accidentally or intentionally. Information Archive delivers extensive storage capacity for archiving multiple types of information from multiple sources in flexible, customizable virtual archives called collections.

Key enhancements

Information Archive V2.1 enables you to archive information across the Common Internet File System (CIFS) access method used by Microsoft Windows® applications. This enables millions of users of Microsoft Windows-based applications to easily and simply archive information directly to Information Archive.

Information Archive V2.1 introduces an Index and Search feature that helps you respond easily and quickly to requests for information stored in Information Archive. You can build an index of your information as it is ingested into Information Archive, then search the index for information that matches your search criteria.

Using the Index and Search feature in Information Archive can simplify and quicken the process of searching large data stores for specific files and documents. Files and

documents can also be retrieved from Information Archive outside of the archiving process so it does not disrupt normal operations.

If you are already using Information Archive, you can upgrade to V2.1 with this feature, then build an index of the information already stored in Information Archive. This flexible, easy-to-use feature is available on the same management user interface as the other Information Archive management functions.

These enhancements can help you reduce the cost of storing information in primary storage tiers by enabling you to move information from primary storage to lower cost storage tiers, including tape.

Key prerequisites

Refer to the [Technical information](#) section.

Planned availability date

March 18, 2011

Description

IBM Information Archive is a fully integrated storage repository for archived information. It can store information sent from many different applications, including:

- Office productivity applications
- Databases
- Audio and video streams
- Native file systems
- Archiving applications

Information Archive can help provide a secure storage environment. It can prevent the deletion or alteration of documents, either intentionally or accidentally, if you need to comply with specific information retention requirements. It helps reduce costs by providing a powerful and easy-to-use graphical user interface (GUI) to help manage archived information from a single point. This can save time and eliminate the need to learn multiple different interfaces to manage archived information.

Information Archive can receive information across standard file interfaces and protocols, such as Network File System (NFS) and Common Internet File System (CIFS). To help provide investment protection, Information Archive can also receive files from applications that support the IBM Tivoli® Storage Manager API library, the IBM Tivoli Storage Manager Archive client, and the IBM Tivoli Storage Manager Hierarchical Storage Manager (HSM) for Windows client.

Document collections

IBM Information Archive uses collections to manage archived data. A collection is a logical container used to store documents and define retention and access requirements. Information Archive provides two types of collections for maintaining security:

- The IBM System Storage™ Archive Manager (SSAM) software collection stores information from applications that implement the IBM Tivoli Storage Manager API, the IBM Tivoli Storage Manager archive client interface, and the IBM Tivoli Storage Manager HSM for Windows client.
- The File Archive collection stores information from applications that implement standard file interfaces and protocols, such as NFS and CIFS.

A collection implements retention policies and determines how long documents must remain accessible before they become eligible for deletion. Information Archive helps prevent deletion of retention protected documents until their assigned retention periods elapse. Information Archive supports two types of retention: time-based retention and event-based retention. A document cannot be deleted while either form of retention is in effect.

To keep the documents in the collection safe, Information Archive supports data redundancy and remote replication, which helps ensure that multiple copies of document data are maintained. RAID 6 storage is used to help recover from local media failures, and controller-based remote replication is used to help recover from catastrophic events that may affect the entire data center.

Hierarchical storage management

To help manage power and storage costs, IBM Information Archive provides hierarchical storage management so that a combination of lower cost disk and tape storage devices may be used. Information Archive also supports software-based compression and deduplication of data within the storage hierarchy.

Media lifecycle management

IBM Information Archive supports media lifecycle management, which allows data to be moved from one storage medium to another as new storage devices are commissioned to replace older devices over each collection's lifetime. WORM tape devices may be used with Information Archive.

Section 508 of the U.S. Rehabilitation Act

The product in this announcement is capable, 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.

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) can be requested at

http://www.ibm.com/able/product_accessibility/index.html

Product positioning

IBM Information Archive is targeted at mid-size and enterprise businesses. Its easy implementation and quick time to value make it especially attractive for businesses that need to realize the benefits of archiving quickly. IBM Information Archive delivers a storage repository that helps businesses optimize storage cost and mitigate business risk, providing the storage environment with storage tier management.

Information Archive incorporates the capabilities of the current IBM SSAM software, as well as adding more value through its consolidated software and management interfaces. If you currently store archived information on IBM N series systems, you can store that same information on IBM Information Archive. Information Archive can serve as a parallel storage repository to the IBM N series systems.

In addition, Information Archive can serve as a storage repository if you use the IBM Enterprise Content Management portfolio of archiving applications. It can also store archived information from the IBM FileNet® family of offerings and the IBM Optim Data Growth Solutions.

Program number

Program number	VRM	Program name
5608-IAF	2.1.0	IBM Information Archive

Education support

Comprehensive education for IBM Tivoli products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit

<http://www-306.ibm.com/software/tivoli/education/>

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

The publications for IBM Information Archive V2.1 are available in English only.

The following hardcopy publications are shipped with the IBM Information Archive hardware appliance:

Title	Order number
IBM Information Archive V2.1 Installing and Configuring IBM Information Archive	GC14-7420
IBM Information Archive V1.2 Service Guide	SC27-2327-03

The publications in the following table are delivered on a CD-ROM with the IBM Information Archive hardware appliance.

Title	Order number
IBM Information Archive V1.2 Introduction and Planning Guide	SC27-2324-03
IBM Information Archive V2.1 User's Guide	SC14-7419
IBM Information Archive V2.1 Installing and Configuring IBM Information Archive	GC14-7420

The publications in the table below can be downloaded from the following Web site on the general availability date.

<http://www.ibm.com/tivoli/documentation>

Title	Order number
IBM Information Archive V1.2 Introduction and Planning Guide	SC27-2324-03
IBM Information Archive V2.1 User's Guide	SC14-7419

IBM Information Archive V2.1 Installing and Configuring IBM Information Archive	GC14-7420
IBM Information Archive V1.2 Service Guide	SC27-2327-03

In addition, the publications in the above table can be ordered from the IBM Publications Center.

The IBM Publications Center

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

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

Technical information

Specified operating environment

Hardware requirements

IBM Information Archive (2231-IA3)

Software requirements

Supported browsers

- Mozilla Firefox V2.0, or later
- Microsoft Internet Explorer V6.0 with Service Pack 1 and V7.0

Limitation: IBM Information Archive V2.1 (5608-IAF) operates on specified hardware only, defined by IBM 2231-IA3.

Refer to Hardware Announcement [110-133](#), dated June 01, 2010.

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

Planning information

Installability

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 (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 (Software Maintenance) can be extended by the purchase of a renewal option, if available.

Packaging

Information Archive V2.1 is preloaded on the IBM Information Archive hardware appliance. The following are shipped with the IBM Information Archive hardware appliance:

- International Program License Agreement (Z125-3301)
- License Information document
- Publications (refer to the [Publications](#) section)

Security, auditability, and control

IBM Information Archive V2.1 uses the security and auditability features of the operating system software. 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. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

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

Licensing metric definitions and pricing examples

Licensing metric definition

Tiered terabytes (1-12), (13-32), (33-64), (65-100), (101-250), (251+)

Terabyte (1-12), terabyte (13-32), terabyte (33-64), terabyte (65-100), terabyte (101-250), and terabyte (251+) is a unit of measure by which the program can be licensed. These metrics apply to the Information Archive software license and the Information Archive Index and Search Feature software license. Proofs of Entitlement (PoEs) are based on the number terabytes available to the program. A terabyte is 2 to the 40th power bytes. Licensee must obtain sufficient entitlements required for licensee's environment. The entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with entitlements of another program.

Passport Advantage

Through the Passport Advantage Agreement, you may receive discounted pricing based on your total volume of eligible products, across all IBM brands, acquired worldwide. The volume is measured by determining the total Passport Advantage points value of the applicable acquisitions. Passport Advantage points are only used for calculating the Entitled Passport Advantage discount.

Use the following two-step process to determine the total Passport Advantage points value:

1. Analyze your environment to determine the number of charge units for a product. The quantity of each product's part numbers to be ordered is determined by that analysis.
2. Order the Passport Advantage part numbers. A Passport Advantage point value, which is the same worldwide for a specific part number regardless of where the order is placed, is assigned to each IBM product part number. The Passport Advantage point value for the applicable part number, multiplied by the quantity for that part number, will determine the Passport Advantage points for that IBM product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable IBM product authorizations which then may be aggregated with the point value of other applicable Passport Advantage product acquisitions to determine the total Passport Advantage points value.

The discounted pricing available through Passport Advantage is expressed in the form of Suggested Volume Prices (SVPs), which vary depending on the SVP level. Each SVP level is assigned a minimum total Passport Advantage point value, which must be achieved, in order to qualify for that SVP level.

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

- License and Software Subscription and Support 12 months - This is the product authorization with Software Subscription and Support to the first anniversary date.
- Annual Software Subscription and Support Renewal - This is the Software Subscription and Support renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.
- Software Subscription and Support Reinstatement 12 months - This is for customers who have allowed their Software Subscription and Support to expire, and later wish to reinstate their Software Subscription and Support.
- Media packs - These are the physical media, such as CD-ROMs, that deliver the product's code.
- Documentation packs - These contain printed documentation such as the User's Guide and Release Notes.

Pricing example

The following examples are provided to illustrate your licensing requirements.

IBM Information Archive V2.1

Entitlement for IBM Information Archive V2.1 is on a per terabyte (TB) basis. The entitlement is based on the total usable disk capacity managed by Information Archive.

The customer has Information Archive with 112 TB of raw disk capacity, 72 TB of which are useable. The customer will require the following entitlements for Information Archive.

TB tiers	Number of TB entitlements required
1-12	12
13-32	20
33-64	32
65-100	8

101-250	0
251 +	0
Total entitlements required	72

IBM Information Archive Index and Search

Entitlement for IBM Information Archive Index and Search feature is on a per TB basis. The entitlement should match the total usable disk capacity managed by Information Archive.

The customer has Information Archive with 112 TB of raw disk capacity, 72 TB of which are useable. To enable the IBM Information Archive Index and Search feature, the customer will require the following entitlements for Information Archive.

TB tiers	Number of TB entitlements required
1-12	12
13-32	20
33-64	32
65-100	8
101-250	0
251 +	0
Total entitlements required	72

Ordering information

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

Product group: Tivoli Storage

Product identifier description	PID
IBM Information Archive v2.1	5608-IAF

Product category: System Storage Management

Current licensees

Current licensees, with support in effect, will receive instructions on how to order this update.

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date for Software Subscription and Support (SW S&S) renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your

Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of Software Subscription and Support (also referred to as Software Maintenance). Software Subscription and Support in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Subscription and Support (Software Maintenance) will renew at the common anniversary date for twelve full months of Software Subscription and Support (Software Maintenance).

Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support Handbook* for specific terms relating to, and a more complete description of, technical support provided through Software Subscription and Support (Software Maintenance).

The quantity to be specified for the Passport Advantage part numbers in the following table is per terabyte. To order for Passport Advantage, specify the desired part number and quantity.

Description	Part number
IBM Information Archive	
Per Terabyte (1-12) License and SW S&S 12 Months	D0C3YLL
Per Terabyte (1-12) Annual SW S&S Renewal	E08CSLL
Per Terabyte (1-12) SW S&S Reinstatement 12 Months	D0C3ZLL
Per Terabyte (13-32) License and SW S&S 12 Months	D0C40LL
Per Terabyte (13-32) Annual SW S&S Renewal	E08CTLL
Per Terabyte (13-32) SW S&S Reinstatement 12 Months	D0C41LL
Per Terabyte (33-64) License and SW S&S 12 Months	D0C42LL
Per Terabyte (33-64) Annual SW S&S Renewal	E08CULL
Per Terabyte (33-64) SW S&S Reinstatement 12 Months	D0C43LL
Per Terabyte (65-100) License and SW S&S 12 Months	D0C44LL
Per Terabyte (65-100) Annual SW S&S Renewal	E08CVLL
Per Terabyte (65-100) SW S&S Reinstatement 12 Months	D0C45LL
Per Terabyte (101-250) License and SW S&S 12 Months	D0C46LL
Per Terabyte (101-250) Annual SW S&S Renewal	E08CWLL
Per Terabyte (101-250) SW S&S Reinstatement 12 Months	D0C47LL
Per Terabyte (251+) License and SW S&S 12 Months	D0C48LL
Per Terabyte (251+) Annual SW S&S Renewal	E08CXLL
Per Terabyte (251+) SW S&S Reinstatement 12 Months	D0C49LL

Information Archive V2.1 is available in English. It is preloaded on the IBM Information Archive hardware appliance. Information Archive V2.1 is not available via electronic download and media is not separately orderable.

Information Archive Index Search is available electronically and as a physical media pack.

Description	Part number
Info Archive Index Search Terabyte 1-12 Lic + SW S&S 12 Mo	D0HYXLL
Info Archive Index Search Terabyte 1-12 Annual SW S&S Rnw1	E0BFNLL
Info Archive Index Search Terabyte 1-12 SW S&S Reinstate 12 Mo	D0HYLL
Info Archive Index Search Terabyte 13-32 Lic + SW S&S 12 Mo	D0HZ1LL
Info Archive Index Search Terabyte 13-32 Annual SW S&S Rnw1	E0BFQLL
Info Archive Index Search Terabyte 13-32 SW S&S Reinstate 12 Mo	D0HZ2LL
Info Archive Index Search Terabyte 33-64 Lic + SW S&S 12 Mo	D0HZ5LL
Info Archive Index Search Terabyte 33-64 Annual SW S&S Rnw1	E0BFSLL
Info Archive Index Search Terabyte 33-64 SW S&S Reinstate 12 Mo	D0HZ6LL
Info Archive Index Search Terabyte 65-100 Lic + SW S&S 12 Mo	D0HZ7LL
Info Archive Index Search Terabyte 65-100 Annual SW S&S Rnw1	E0BFTLL
Info Archive Index Search Terabyte 65-100 SW S&S Reinstate 12 Mo	D0HZ8LL
Info Archive Index Search Terabyte 101-250 Lic + SW S&S 12 Mo	D0HZ9LL
Info Archive Index Search Terabyte 101-250 Annual SW S&S Rnw1	E0BFULL
Info Archive Index Search Terabyte 101-250 SW S&S Reinstate 12 Mo	D0HZALL
Info Archive Index Search Terabyte 251+ Lic + SW S&S 12 Mo	D0HZBLL
Info Archive Index Search Terabyte 251+ Annual SW S&S Rnw1	E0BFVLL
Info Archive Index Search Terabyte 251+ SW S&S Reinstate 12 Mo	D0HZCLL

To order a media pack for Passport Advantage, specify the part number in the desired quantity from the following table:

Description	Part number
IBM Information Archive Index and Search V2.1 English Media Pack	BJ0XLEN

Subscription and Support

Subscription and Support must be ordered to receive voice technical support via telephone during normal business hours, and future releases and versions, at no additional charge. The capacity of Subscription and Support (for example, Processor

Value Units or terabytes) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program product number and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Support Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products.

When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by you.

Terms and conditions

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

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Licensing

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

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

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 form number

L-BHLE-8BW2DM. The program's License Information will be available for review on the IBM Software License Agreement Web site

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

Limited warranty applies

Yes

Limited warranty

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

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

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

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

Program technical support

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

Money-back guarantee

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

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

Other terms

Volume orders (IVO)

No

IBM International Passport Advantage Agreement

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Usage restriction

Yes. Usage is limited to the quantity of terabytes licensed.

For additional information, refer to the License Information document that is available on the IBM Software License Agreement website

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

Software Subscription and Support (Software Maintenance) 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 (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 (Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

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

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

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

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

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

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

IBM Electronic Services

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

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

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

To learn how Electronic Services can work for you, visit

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

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.

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Information on charges is available at website

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

In the Electronic tools category, select the option for Purchase/upgrade tools.

Passport Advantage

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. Additional information is also available at

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

Order now

To order, contact your local IBM representative or your IBM Business Partner.

To identify your local IBM Business Partner or IBM representative, call 800-IBM-4YOU (426-4968). For more information, contact the Americas Call Centers.

Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329) For IBM representative: callserv@ca.ibm.com For IBM Business Partner: pwswna@ca.ibm.com

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Canada L3R 2Z1

Reference: YE001

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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For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

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