

# IBM App Connect Enterprise V11.0 delivers an integration platform to support the needs of enterprises that need to embrace digital opportunities by using cloud technologies to build hybrid applications and data architectures

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## At a glance

IBM<sup>®</sup> App Connect Enterprise V11 combines the existing, industry-trusted IBM Integration Bus (IIB) technology with new cloud native technologies of IBM App Connect Professional. App Connect Enterprise delivers a platform that supports a breadth of integration needs across a modern digital enterprise. It is ideal for businesses that need to take advantage of API-driven architectures, connect cloud-based applications, or quickly utilize artificial intelligence (AI) technologies to extend the value and investment in their existing data and systems.

Available as managed or unmanaged cloud or as an on-premises offering, App Connect Enterprise delivers a range of capabilities to optimize the creation and deployment of integrations that support API-driven digital and hybrid cloud architectures. These capabilities and features include:

- Extended connectivity across Cloud Services, Software as a Service (SaaS), cloud platforms, and on-premises applications
- Lightweight integration runtimes for cloud native and container-based deployment
- Deployment options that can enable clients to achieve a balance between control, management overhead, and budget
- The ability to build and expose APIs through a no-code approach<sup>1</sup> that can be easily managed through IBM API Connect<sup>™</sup>
- New, simple tooling for all styles of user that works together to expose and integrate enterprise systems
- Detection of business situations that require user engagement, with insightful and actionable notifications<sup>1</sup>

App Connect Enterprise V11 is the official successor product for IIB clients. For more information regarding migration of workloads from IIB to App Connect Enterprise, see the [Statement of Direction](#) section.

<sup>1</sup> This capability is only available to clients that have purchased IBM App Connect on IBM Cloud.

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## Overview

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App Connect Enterprise V11 delivers the premier integration platform that supports an extensive range of data and application integration needs of enterprises that capture digital opportunities by using cloud technologies. Simple tooling that is optimized to the users' skillsets can enable users to be productive in a matter of hours and achieve real results in a few days, while powerful underlying capabilities move data quickly to support today's digital needs. The primary capabilities and features of App Connect Enterprise include:

- User-aligned integration tooling. An upgraded desktop user interface coupled with new [award-winning tooling](#)<sup>1</sup> that brings together the teams that own and manage the data with those that have the context to apply it. Digital businesses rely on data that is delivered in the right context, to the right client touch point, at the required time. The tooling provides frictionless access to enterprise data at the front line of the clients' business, whether those individuals are in IT or citizen integrators in the line of business. Access can allow every system and member of the clients' team to connect to the data they need and to act on it at the right time.
- No-code RESTful integration services. App Connect supports building integration flows through a no-code approach and exposes those flows as RESTful APIs without having to be an API development expert. These APIs can be seamlessly brought into API Connect to handle the management, securing, and socializing to development teams. Whether building cloud scale, resilient applications from the ground up or taking the opportunity to utilize existing technologies as part of a serverless architecture, enterprises can rely on the rapid build and access to the systems at the right time.
- Flexible integration patterns. Broad support in a single platform for API and event-driven technologies to complement integrations supporting batch data movement, Electronic Data Interchange (EDI), and service-oriented architecture (SOA). This helps to ensure that existing investments in integration can be used where they are optimal, while they support the rapid build of new use cases.
- Broad deployment options. Two form factors, software and a managed cloud service, provide an extensive range of deployment options that include on premise, either to private datacenters or to dedicated instances, on IBM Cloud Private, to the IBM Cloud, which includes a fully-managed IBM Cloud service, and on other cloud providers with the option to use containers. The decision of where to run the integration can be optimized to the needs of the business.

The new capabilities that are delivered in App Connect Enterprise unify the capabilities of IBM Integration Bus (IIB) with those of App Connect Professional in a single offering to better serve the demands of clients who integrate applications and data to compete in today's economy. App Connect Enterprise benefits from the IIB runtime, trusted globally by large enterprises, which has been optimized in this release for cloud native deployments. For more information regarding migration of workloads from IIB to App Connect Enterprise, see the [Statement of Direction](#) section.

<sup>1</sup> This capability is only available to clients that have purchased IBM App Connect on IBM Cloud.

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## Key prerequisites

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App Connect Enterprise V11.0 can be used on a variety of computer systems and platforms.

For additional details, see the [Technical information](#) section.

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## Planned availability date

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## Description

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App Connect Enterprise brings together the best of the existing, industry-trusted IBM integration technology with the new IBM Cloud native technologies to deliver a platform that supports a breadth of integration needs across a modern digital enterprise. With a focus on simple tooling to suit a range of user skillsets, the fast movement of data from any endpoint application to where it is needed, and deployment options to suit the right balance between control and budget, App Connect Enterprise provides the only integration platform an organization needs to unlock its business data and deliver it to the right touch point, in multiple channels across the business.

### New in App Connect Enterprise

- Extended connectivity across cloud service applications, cloud platforms, and existing on-premises applications

Pre-packaged connectivity to a wide range of Cloud services, Software as a Service (SaaS) applications, and cloud platforms to complement the robust existing set of connectors for packaged applications that include:

- Customer relationship management (CRM)
- Enterprise resource planning (ERP)
- Marketing and Human Capital Management (HCM)
- Files
- Databases
- Messaging systems
- Mainframe applications
- And more

- Extensive range of supported integration styles

Because one style of integration does not fit all needs, a digital business can benefit by building on the existing investments it made in integration tooling while taking advantage of new technologies, as easily as possible. Proven EDI and SOA capabilities are now joined by events and OpenAPI (Swagger) support with a range of deployment models to enable the business to build and integrate applications and data in new ways to take advantage of agile methods and cloud scalability and resilience.

- Simple tooling for all styles of users

New coupled tooling experiences for the spectrum of users across the digital enterprise:

- For the core IT teams that manage the key systems and packaged applications, there is a rich tooling experience to support all styles of interaction, powerful mapping, parsing and transformation. A broad range of functions, which include built in-unit testing and the ability to perform pre-deploy validation, alongside linked browser-based tooling for the line-of-business teams, ensures both developers and non-technical users can rapidly build integration without the need for code.
- Knowledge workers and citizen integrators in lines of business can take advantage of the simpler, configuration-based "designer" tooling<sup>1</sup> to connect applications in the cloud. Alternatively, they can innovate on-premises applications for themselves to automate information and process flows by using a no-code approach while taking advantage of the multi-tenant, Cloud Service runtime.<sup>1</sup>

- Integration specialists can choose to use the new web based tooling to build simple things quickly, or utilize the full Integrated Development Environment (IDE) toolkit to tackle more detailed and challenging requirements.

When utilized in partnership, these tooling experiences truly unlock the value of enterprise data. IT teams can curate data from complex packaged applications or systems of record and expose it to line-of-business users for final mile integration using the designer tooling, dynamically and without difficulty. This perfect pairing supports collaboration between the IT teams that manage the data and the users with the context of where it is needed.

Users of all experience benefit from accelerators, such as templates for common integration and industry-specific-use cases.

- Situational awareness with insightful and actionable notifications<sup>1</sup>

This new capability empowers knowledge workers to easily consume data in enterprise systems and cloud services, and then proactively detects business situations of interest to remove information blind spots. Key to the ability for any enterprise to act immediately, non-technical users can quickly and easily build flows to detect events of interest and provide notifications that communicate the key pieces of information required for them to make an informed decision. Users can then quickly select the right, next-best-action that should be carried out based on that insight.

- Quick utilization of artificial intelligence (AI) services:

- Take advantage of the cloud-based tooling to enrich data in flight or quickly build digital agents by utilizing pre-built connectors to IBM Watson<sup>(R)</sup> cognitive services.
- Imbed AI capabilities into clients' integrations to perform sentiment analysis, translation, or to pull out key aspects of a document narrative using rich cognitive and natural language services.
- Alternatively, take advantage of the simple, rapid tooling to integrate data directly with conversation services to quickly build out chat bots.

- Rapid orchestration of data and systems for API-driven architectures

The strength of an API relies heavily on how well it is composed to bring existing sources of information together. App Connect Enterprise provides a range of relatable tooling experiences that support users of multiple types and skills sets to perform that composition, with everything from simple, graphical flow design right through to deep programmatical controls. Users, whether business-focused or technical, can create and expose innovative APIs from wherever data it is located.

- API exposure and strong synergies with API Connect

To expose a REST API is rarely sufficient in itself. If that API is to be used by multiple consumers, it should be secured and managed appropriately. Accelerator tooling in the cloud-based experience ensures clients' exposed APIs have a basic level of maturity from day one, with common security, and traffic management controls<sup>1</sup>. Should clients need to introduce fully fledged API management, assets can be easily made available in API Connect to provide developer portals, self-administered subscription, external lifecycle management, monetization and much more, to bring their enterprise firmly into the API economy.

- Flexible deployment across cloud and on-premise deployments

Supports a broad range of deployment options from fully-managed or dedicated instances on the IBM Cloud through to portable, containerized deployment on other cloud providers. Users can also opt for a more traditional, self-managed software installation, the decision of where to deploy the integration can be optimized to the needs of the business. The managed service provides holistic browser-based administration with visibility across multiple integration deployments in a single view.

- Lightweight integration runtime for cloud native deployment  
App Connect Enterprise delivers revolutionary changes to the way that integration assets are deployed to the integration runtime. This massively reduces build pipelines and offers rapid deployment of new artefacts, fast start-up times and elastic scaling, and availability configurations. The result is to create a runtime that is more CPU and memory efficient, truly cloud-native and aligns with the principles of microservices.

Users who deploy the software variant of App Connect Enterprise can take advantage of simple file-system-based, dependency-free installation, and deployment that is ideally suited to Docker images. The resultant images can then be easily scaled and managed by using orchestration frameworks, such as Kubernetes, alongside other components within a modern architecture. This is in addition to a range of additional features suited to new-generation-use cases:

- Deploys processing and integration flow runtimes all under and coordinated by a single, operating system process to simplify deployment models.
- Helps ensure the ease of cloning of integration server settings between environments.
- Runs as a truly, cloud native application with tailored architecture for use in container technologies, such as Docker that run under a Kubernetes framework.
- Existing users who are familiar with the IIB tooling, changes are provided to the following more specific capabilities and features:
  - Run integration servers directly from a command line without any prior creation step, and without any affiliation to an Integration Node.
    - Run integration servers directly from a BAR file's contents.
    - This feature removes the IIB V10 internal configuration stores and can dramatically simplify the product's external administrative interfaces.
  - No specific deploy step is required when running independent integration servers that point to a pre-configured file system which adheres to the structure of a BAR file.
  - Simplified scoping of artifacts are deployed to an integration server.
  - IIB V10 SalesforceRequest node is now included as part of App Connect Enterprise, without needing to purchase IBM Application Integration Suite.
  - Define App Connect Enterprise policies in the Eclipse-based Toolkit.
  - Define settings that previously were only available in IIB V10 configurable services as App Connect Enterprise policies.
  - Add App Connect Enterprise policies to a Broker Archive file for deployment to an integration server.
  - Use App Connect Enterprise policies to define and control runtime behaviors without the need to create a configurable service definition in the runtime environment.

- Extension of a trusted platform

App Connect Enterprise builds upon the robust and proven IIB runtime that is trusted by thousands of clients over the past 18 years or more to run their mission-critical, application integration projects. During this period, the offering continually grew to allow clients to embrace new technologies, such as Kafka and Loopback bridge across cloud and on-premises architectures with a hybrid runtime, and adopt open standards through the delivery of OpenAPI features.

The connectivity and tooling options extend the wide variety of data formats and application that are supported and include standards-based formats, such as:

- eXtensible Markup Language (XML)
- Data Format Description Language (DFDL)
- JavaScript™ Object Notation (JSON)
- Industry formats and standards, such as:
  - Health Level 7 (HL7)

- The Society for Worldwide Interbank Financial Telecommunication (SWIFT)
- ISO8583
- Custom formats

An extensive range of operations can be performed on data, such as routing, filtering, and enrichment.

Wherever the applications are on premises, on cloud, or both, these flexible integration capabilities can support the users' choice of solution architectures, which include:

- Service-oriented
- RESTful
- Event-oriented
- Data-driven
- File-based (batch or real-time)

The new capabilities that are delivered in App Connect Enterprise unify and extend the capabilities of the IIB family with those of App Connect Professional in a single offering to better serve the demands of clients who are integrating applications and data to compete in today's economy. App Connect Enterprise is the official successor to the IIB family of offerings and is available as:

- App Connect Enterprise V11 software that is deployable:
  - On premise
  - To IBM Cloud Private
  - In containers
  - On a public cloud (unmanaged)

App Connect Enterprise clients can utilize an extensive range of SaaS connectors, which can run on premise using the bundled App Connect Professional, or on the cloud using the managed App Connect service on IBM Cloud. For more information, see [IBM Knowledge Center](#) after March 30, 2018.

- App Connect Enterprise on IBM Cloud provides:
  - An IBM hosted and managed cloud service for clients with entitlement to deploy reserved-instance integration servers and multi-tenant integrations. For more information see the App Connect Enterprise on IBM Cloud Service Description.

Hybrid entitlement provides clients with the flexibility to use either App Connect Enterprise software or App Connect Enterprise on IBM Cloud, or a combination of both.

<sup>1</sup> This capability is only available to clients that have purchased IBM App Connect on IBM Cloud.

## **Accessibility by people with disabilities**

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

## **Section 508 of the US Rehabilitation Act**

App Connect Enterprise is capable as of March 30, 2018, when used in accordance with related 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 US Section 508 Voluntary Product

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## Product positioning

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App Connect Enterprise enables extensive connectivity and transformation in heterogeneous IT environments for businesses of multiple sizes and multiple industries. It is optimized for cloud-native deployment, to provide connectivity, extensive data transformation, and visibility of the flow of business information, regardless of platform, protocol, or data format. It supports the clients' choice of developer skills and tools, from knowledge workers requiring no-code integration to Integration specialists in central IT.

App Connect Enterprise software is the next version of IIB, and adds:

- New capabilities for cloud application connectivity
- Simplified, web design interface
- A whole new suite of accelerators that is designed to increase user productivity

### Part of the IBM-unified, hybrid integration

There is no separation between cloud and application integration in a truly hybrid integration platform. App Connect Enterprise is part of a product family offering that is an extensive set of capabilities for hybrid integrations. These capabilities are modular, yet cohesive and include:

- Application integration. App Connect enables extensive connectivity, data transformation and visibility of the flow of business information, regardless of platform, protocol, or data format in heterogeneous IT environments for businesses.
- API management. API Connect gives clients the power to create, run, manage and secure APIs across multiple clouds and on-premises systems. It also provides a simple path to monetizing your data, by transforming it into a revenue stream.
- Messaging. IBM MQ is a robust, scalable, secure and highly available asynchronous messaging solution that allows applications, systems and services to exchange data through a queue, providing guaranteed once-and-once-only delivery of messages. MQ prevents applications from being impacted by failures in other connected applications, networks or systems. Message Hub is a cloud-based messaging service that provides scalable, distributed, high throughput messaging.
- Secure gateway. IBM DataPower<sup>(R)</sup> provides the access management and controls required to protect the applications and data flowing in the network.
- High-speed transfer. IBM Aspera<sup>(R)</sup> can ensure that the digital assets that are needed right now are transferred fast and securely so only the intended recipients access the users' key business data.

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## Statement of general direction

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The focus of the initial release of App Connect Enterprise V11 is on the ability to create, deploy, and administer integration servers that are optimized for container-based, cloud native deployment. Unlike previous releases of IBM Integration Bus, an integration server will not require a managing integration node.

Following the initial release of App Connect Enterprise in March, 2018, IBM intends to deliver support for integration servers to be managed by integration nodes. For clients that do not wish to run their existing workloads in independent integration servers, the introduction of support for the managing integration nodes will provide an alternative migration path that will enable clients to migrate and retain their existing deployment topology. Information on the latest status on this feature

delivery and frequently asked questions will be available after March 30, 2018, on the [IBM Integration](#) website.

App Connect Enterprise V11.0 initially delivers 64-bit operating systems support on Linux<sup>(R)</sup> on x86-64 and Microsoft<sup>TM</sup> Windows<sup>TM</sup> as described in the [Technical information](#) section.

IBM intends to add future support for App Connect Enterprise software for the following platforms:

- IBM AIX<sup>(R)</sup>
- IBM Z Systems
- Linux on IBM Z
- Linux on IBM Power<sup>(R)</sup>

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.

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## Reference information

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For information about Application Integration Suite and Application Integration Suite on Cloud, see Software Announcement [217-058](#), dated March 14, 2017.

For information about IIB V10.0, see Software Announcement [215-070](#), dated February 17, 2015.

For information about App Connect Professional V7.5.2, see Software Announcement [216-332](#), dated September 13, 2016.

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## Availability of national languages

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Description	Availability date	Language
App Connect Enterprise V11	April 30, 2018	Multilingual: Chinese Simplified, Chinese Traditional, English U.S., French, German, Italian, Japanese, Korean, Polish, Portuguese Brazilian, Russian, Spanish, Turkish

Translation information, if available, can be found at the [Translation Reports](#) website.

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## Program number

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Program number	VRM	Program name
5724-J05	11.0.0	IBM App Connect Enterprise

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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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Effective March 30, 2018, documentation for App Connect Enterprise will be available in [IBM Knowledge Center](#).

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## Services

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### Software Services

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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, contact your Lab Services Sales or Delivery Leader.

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## Technical information

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### Specified operating environment

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#### Hardware requirements

App Connect Enterprise V11.0 requires the following hardware on the specified, 64-bit operating systems:

- Linux on x86-64  
AMD64 and EM64T technology-compatible PC hardware is capable of running the required level of a compatible operating system with enough storage to meet the requirements of App Connect Enterprise.
- Microsoft Windows x86-64  
Technology-compatible PC hardware is capable of running the required level of a compatible operating system with enough storage to meet the requirements of App Connect Enterprise.

The latest hardware information will be available on March 30, 2018, on the [IBM Software Product Compatibility Reports](#) website.

#### Software requirements

App Connect Enterprise V11.0 requires the following 64-bit operating systems:

- Linux on x86-64
  - Red Hat Enterprise Linux AS V7.2
  - SUSE Linux Enterprise Server (SLES) 12
  - Ubuntu 16.04
- Windows x86-64
  - Windows 8.1 Basic, Professional, and Enterprise Editions
  - Windows 2012 R2, Datacenter and Standard Edition
  - Windows 10 Basic, Professional, and Enterprise Editions

- Windows 2016

The latest software information will be available on March 30, 2018, on the [IBM Software Product Compatibility Reports](#) website.

**Note:** Before installing any new products, ensure that you review your current Preventative Service Planning (PSP) information.

### **Limitations**

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

### **Planning information**

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#### **Packaging**

This offering is delivered through the internet as an electronic download. There is no physical media. The program contains:

- App Connect Enterprise for multiplatforms:
  - Microsoft Windows on x86-64
  - Linux on x86-64
- MQ V9.0.x
- App Connect Enterprise V11.0 Quick Start Guide

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### **Ordering information**

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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 Channel Value Rewards.

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

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

Product Group: Systems Middleware

Product: App Connect Enterprise

Product Category: Application and Integration Middleware

The program in this announcement has Value Unit-based pricing.

<b>Program number</b>	<b>Program name</b>	<b>Value Unit exhibit</b>
5724-J05	IBM App Connect Enterprise V11	Processor Value Unit

For each IBM Z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the **required license capacity**. Your required license capacity is based upon the following factors:

- The IBM Z IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full capacity or sub-capacity

## Passport Advantage

### IBM App Connect Enterprise V11 (5724-J05)

Program name/Description	Part number
IBM App Connect Enterprise Processor Value Unit (PVU) License + SW Subscription & Support 12 Months	D56P3LL
IBM App Connect Enterprise PVU Annual SW Subscription & Support Renewal	E02AULL
IBM App Connect Enterprise PVU SW Subscription & Support Reinstatement 12 Months	D56P4LL
IBM App Connect Enterprise Virtual Processor Core Monthly License	D1Q4HLL
IBM App Connect Enterprise for non-production PVU License + SW Subscription & Support 12 Months	D1WVHLL
IBM App Connect Enterprise for non-production PVU Annual SW Subscription & Support Renewal 12 Months	E0P73LL
IBM App Connect Enterprise for non-production PVU SW Subscription & Support Reinstatement 12 Months	D1WVILL
IBM App Connect Enterprise for non-production Virtual Processor Core Monthly License	D1WVGLL

### Passport Advantage trade-up products and part numbers

You must have previously acquired licenses for the following precursor products to be eligible to acquire equivalent licenses of the trade-up products.

Program name/Description	Trade-up part number
IBM App Connect Enterprise PVU from IBM App Connect Professional Trade Up License + SW Subscription & Support 12 Months	D1WVDLL
IBM App Connect Enterprise non-production PVU from IBM App Connect Professional non-production Trade Up License + SW Subscription & Support 12 Months	D1WWYLL
IBM App Connect Enterprise PVU from IBM Integration Bus Standard Edition Trade Up License + SW Subscription & Support 12 Months	D03PWLL

Clients must have current active Software Subscription and Support in place for all of the licenses that will be given up by the use of the trade-up parts. Those clients with lapsed support need to reinstate their S&S contracts to be eligible for trade-ups.

Consult your local IBM representative if you have any questions.

### Charge metric

#### IBM App Connect Enterprise V11

Program name	Part number or PID number	Charge metric
IBM App Connect Enterprise V11	5724-J05	<ul style="list-style-type: none"><li>Processor value unit (PVU)</li><li>Virtual Processor Core</li></ul>

For charge metric descriptions, see the [License Information document](#) on the IBM Software License Agreement website.

Note: While not required for use of VPC, the IBM License Metric Tool (ILMT) can help clients determine their level of VPC usage. Whether using ILMT or not clients are responsible for keeping track of their deployments for entitlement purposes per the standard IBM Passport Advantage and International Program License Agreement (IPLA) agreements.

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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.

This product is only available through Passport Advantage.

### Licensing

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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

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This program is 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. This program has 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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L-DFOX-ATMKDP

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

### 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).

### **Program technical support**

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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 (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.

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

### **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.

### **Usage restrictions**

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Yes

See the [License Information documents](#) for details.

### **Software Subscription and Support applies**

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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.

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### **IBM Operational Support Services - SoftwareXcel**

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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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