



# IBM Content Manager OnDemand for z/OS , V9.0 adds full text search, security, performance, and usability enhancements

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## At a glance

IBM® Content Manager OnDemand for z/OS® , V9.0 includes:

- Full text search capabilities
- User administration and security enhancements
- Usability and serviceability enhancements
- Performance improvements

## Overview

IBM Content Manager OnDemand for z/OS , V9.0 is high-performance solution for enterprise report management. It is designed to help companies gain significant return on investment by enabling them to transform costly high-volume print output to electronic information capture and presentation in support of customer service.

Content Manager OnDemand for z/OS , V9.0 includes these enhancements:

- Full text search - An optional feature that is designed to enable quick and efficient store and retrieve of content that is not easily identified by regular indices. Full text search creates an optimal index of all the words within a document and enables rapid search and retrieval against that index. It is also designed to work with IBM Content Navigator and customer-written applications.
- User security enhancements for user proxy, last login, and password limits and restrictions - Reduce administrative overhead associated with user IDs and password policy implementation capability.
- Report Distribution - An optional feature that optimizes performance of logging and distributions tracking.
- Database timestamp support eliminating internal OnDemand data limitations.
- Support for 128 metadata fields - An increase from 32 to 128 so that documents may now be indexed with up to 128 metadata fields.
- Adding fields to existing folder definition extending previous application group new field support.
- Graphical annotation support in the ODWEK line data applet matches existing support in the Windows™ client.
- Enhanced metadata update enabling Windows client to update metadata fields.

- Export to .csv file format - simplified exporting of search hit lists and documents directly to .csv file format that provides an upgrade path for IBM FileNet® Report Manager.
- OS/390® Indexer now supported on AIX® .
- Compatibility with Content Management Interoperability Services (CMIS).

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## Key prerequisites

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Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

In addition to Content Manager OnDemand for z/OS server licenses, you must obtain an appropriate number and type (Authorized, Employee, and External) of user licenses (AUVU, EUVU and XUVU) from Passport Advantage®

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## Planned availability date

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September 7, 2012

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## Description

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IBM Content Manager OnDemand V9.0 is optimized for efficiently storing and managing large volumes of static content including correspondence that has been electronically sent or posted to clients, and reports used to conduct business activity or convey business performance.

### Enhancements

- Full text search (optional feature). In addition to the standard meta data search capability, retrieve OnDemand documents by creating an optimal index of all key words in a document for enhance search and retrieval.
- Fully integrated with IBM Enterprise Content Management (ECM) products to preserve and leverage existing content, process and records management investments.
- Enhanced Retention Management (optional feature) so you can hold the documents you need, eliminate the rest.
- Industry-leading compression with up to 90% storage savings for high volume statements.
- Support for multichannel distribution of stored documents to email, PDF, web, CD-ROM, and print.
- A replacement for outdated report management systems.
- Strategic upgrade for FileNet Report Manager and COLD systems.
- Fast deployment and return on investment.
- Proven technology with thousands of customers.
- Content Management Interoperability Services (CMIS) compliance. Content Manager OnDemand V9.0 provides read-only CMIS support. For more information, refer to

<http://www-01.ibm.com/software/data/content-management/cm-interoperability-services.html>

- Offers increased data protection, scalability, and performance for all its database intensive operations which, based on IBM DB2® technology, is designed to manage data more effectively and efficiently. Greater availability is delivered through enhancements such as online, automated database reorganization. In addition, the increased scalability and the ability to leverage the latest in server technology helps deliver increased performance of backup and recovery processes.

Additional detail on IBM Content Manager OnDemand can be found at

<http://www.ibm.com/software/data/ondemand/>

### Deprecation and removal of function

Content Manager OnDemand V9.0 deprecates the following functions previously supported:

- OnDemand Web Enablement Kit CGI
- OnDemand Web Enablement Kit Servlet
- AFP2HTML viewer applet

Content Manager OnDemand V9.0 does not support IBM eClient or Information Integrator for Content (II4C). You should upgrade to IBM Content Navigator if similar function is required.

For information on IBM Content Manager OnDemand for Multiplatforms V9.0, refer to Software Announcement [ZP12-0359](#), dated August 21, 2012 .

### Accessibility by people with disabilities

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A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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### Program number

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Program number	VRM	Program name
5697-CMD	V9.0	IBM Content Manager OnDemand for z/OS

### Product identification number

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Program PID number	Subscription and Support PID number
5697-CMD	5655-H80

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### Offering Information

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Product information is available via the Offering Information website

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

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### Publications

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No publications are shipped with this product.

The following publications can be ordered with the availability of the product. To order, use the Publications Center or contact your IBM representative.

Title	Order number
IBM Content Manager OnDemand for z/OS	GC19-3700
IBM Content Manager OnDemand Advanced Function Presentation	GC19-3701
IBM Content Manager OnDemand Distribution	GC19-3702

Facility for z/OS  
IBM Content Manager OnDemand Enhanced Retention GC19-3703  
Management for z/OS  
IBM Content Manager OnDemand PDF Indexer for z/OS GC19-3704  
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 US) 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.

For additional information on IBM Content Manager OnDemand for z/OS , V9.0, refer to

<http://pic.dhe.ibm.com/infocenter/cmod/v9r0m0/index.jsp>

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## Technical information

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### **Specified operating environment**

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#### ***Hardware requirements***

The exact configuration you need to support your environment with satisfactory response time will vary, depending on the size of the objects you are working with and other factors. Individual display response times vary depending on workstation speed, memory, size of objects, and network and server workload. The minimum recommended configurations that follow need to be evaluated and adjusted according to your unique requirements. Disk space recommendations are for the product installation and working space only. The actual hard disk space required varies, depending upon your installation. The most current and complete information on hardware and software requirements for the IBM Content Manager portfolio, including additional server descriptions, is available in the support section at

[http://www.ibm.com/support/entry/portal/Overview/Software/Information\\_Management/Content\\_Management\\_OnDemand\\_for\\_z~OS](http://www.ibm.com/support/entry/portal/Overview/Software/Information_Management/Content_Management_OnDemand_for_z~OS)

#### ***Software requirements***

The most current and complete information on software requirements for IBM Content Manager portfolio, including additional server descriptions, is available in the support section at

<http://www.ibm.com/support/docview.wss?rs=129&uid=swg27021524>

Software requirements can be found at

- IBM Content Manager OnDemand for Multiplatforms V9.0

<http://www.ibm.com/support/docview.wss?rs=129&uid=swg27021456>

- IBM Content Manager OnDemand for z/OS , V9.0

<http://www.ibm.com/support/docview.wss?rs=129&uid=swg27021524>

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**

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### **Packaging**

IBM Content Manager OnDemand for z/OS , V9.0 includes:

- Content Manager OnDemand for z/OS , V9.0
- Content Manager OnDemand for z/OS Server
- Content Manager OnDemand Client
- Content Manager OnDemand PDF Indexer for z/OS
- Content Manager OnDemand Advanced Function Presentation Transformations for z/OS
- Content Manager OnDemand Enhanced Retention Management for z/OS

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

### **Security, auditability, and control**

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IBM Content Manager OnDemand for z/OS , V9.0 uses the security and auditability features of the host software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

### **Global Technology Services®**

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Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

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## **Ordering information**

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Consult your IBM representative.

### **Charge metric**

IBM Content Manager OnDemand for z/OS , V9.0 package includes six chargeable units. Order one or more of the following to meet your requirements:

- Library Server - per establishment license. One license per establishment.
- Object Server - per establishment license. One license per establishment.
- PDF Indexer Feature - per establishment license. One license per establishment.
- OnDemand Distribution Facility (ODF) - per establishment license. One license per establishment.
- Enhanced Retention Manager - per establishment license. One license per establishment.
- Advanced Function Presentation Transformations Transforms - per server license. One license per copy/install deployed.

In addition to Content Manager OnDemand z/OS server licenses, you must obtain an appropriate number and type (Authorized, Employee, and External) of user licenses from Passport Advantage .

Content Manager OnDemand for Multiplatforms - Full Text Search is a separately available feature. You must obtain an appropriate number of Processor Value Unit (PVU) licenses from Passport Advantage .

For information on IBM Content Manager OnDemand for Multiplatforms V9.0, refer to Software Announcement [ZP12-0359](#), dated August 21, 2012 .

## Install

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

## Server

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. For the purpose of server-based licensing, licensee must obtain entitlements for each server that is made available to the program, regardless of the number of processor cores and partitions in the server or the number of copies of the program on the server.

Notes :

- Some programs may require licenses for the program **and** what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain entitlements for this program sufficient to cover the servers managed by the program.
- Some programs may be licensed on a managed basis **only** . In that case, the following applies. Instead of the entitlements required for the program directly, licensee must obtain entitlements for this program sufficient to cover the servers managed by program.

## Basic license

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

Program name: IBM Content Manager OnDemand for z/OS, V9.0  
Program PID: 5697-CMD

Entitlement identifier	Description	License option/ Pricing metric
S0170DD	IBM Content Manager OnDemand AFP Transforms	Basic OTC, per server

Orderable supply ID	Language	Distribution medium
S0170C6	English	3590

Entitlement identifier	Description	License option/ Pricing metric
S0170DF	IBM Content Manager OnDemand Library Server	Basic OTC, Per Establishment

Orderable supply ID	Language	Distribution medium
S0170CN	Korean	3590 Cartridge

Entitlement identifier	Description	License option/ Pricing metric
S0170DG	IBM Content Manager OnDemand Object Server	Basic OTC, Per Establishment

Orderable supply ID	Language	Distribution medium
S0170C8	English	3590 Cartridge
Entitlement identifier	Description	License option/ Pricing metric
S0170DH	IBM Content Manager OnDemand OnDemand Distribution Facility	Basic OTC,Per Establishment
Orderable supply ID	Language	Distribution medium
S0170CF	English	3590 Cartridge
Entitlement identifier	Description	License option/ Pricing metric
S0170DK	IBM Content Manager OnDemand Enhanced Retention Manager	Basic OTC,Per Establishment
Orderable supply ID	Language	Distribution medium
S0170CK	English	3590 Cartridge
Entitlement identifier	Description	License option/ Pricing metric
S0170DJ	IBM Content Manager OnDemand PDF Indexer	Basic OTC, Per Establishment
Orderable supply ID	Language	Distribution medium
S0170CT	English	3590 Cartridge
Orderable supply ID	Language	Distribution medium
S0170CZ	English	3590 Cartridge
Entitlement identifier	Description	License option/ Pricing metric
S016MP0	IBM Content Manager OnDemand PDF Indexer S&S	Basic MSC, per Establishment No charge, decline SW S&S
Orderable supply ID	Language	Distribution medium
S00wVTH	English	Hardcopy pub
Entitlement identifier	Description	License option/ Pricing metric
S016MNX	IBM Content Manager OnDemand ODF S&S	Basic MSC, per Establishment No charge, decline SW S&S
Orderable supply ID	Language	Distribution medium
S00w2NC	English	Hardcopy pub
Entitlement identifier	Description	License option/ Pricing metric
S016MNV	IBM Content Manager OnDemand Library Server S&S	Basic MSC, per Establishment No charge, decline SW S&S
Orderable supply ID	Language	Distribution medium
S00w2N8	English	Hardcopy pub

Entitlement identifier	Description	License option/ Pricing metric
S016MNW	IBM Content Manager OnDemand Object Server S&S	Basic MSC, per Establishment No charge, decline SW S&S
S00wVTP	English	Hardcopy pub
Entitlement identifier	Description	License option/ Pricing metric
S014LJV	IBM Content Manager OnDemand AFP Transforms S&S	Basic MSC, per server No charge decline, SW S&S
Orderable supply ID	Language	Distribution medium
S014LJW	English	Hardcopy pub
Entitlement identifier	Description	License option/ Pricing metric
S016MNZ	IBM Content Manager OnDemand Enhanced Retention Manager S&S	Basic MSC, per Establishment No charge, decline SW S&S
Orderable supply ID	Language	Distribution medium
S015H37	English	Hardcopy pub

### On/Off CoD

IBM Content Manager OnDemand for z/OS , V9.0 is eligible for On/Off CoD with a temporary use charge calculated based on MSUs per-day usage.

Program name IBM Content Manager OnDemand for z/OS, V9.0  
Program PID 5697-CMD

### Customized Offerings

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Product deliverables are shipped only via CBPDO, ServerPac, SystemPac® .

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

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

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

- 3590

Most products can be ordered in ServerPac and SystemPac the month following their availability on CBPDO. z/OS can be ordered via all three offerings at general availability. Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.
- SystemPac shipments will begin four weeks after general availability due to additional customization, and data input verification.



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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.

### ***Licensing***

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

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

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

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

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. 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.

IBM System z® Operational Support Services - SoftwareXcel is an option if you desire added services.

### ***License Information form number***

The program's License Information will be available for review on the IBM Software License Agreement website

<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 support**

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

**Money-back guarantee**

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

For clarification, note that for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Other terms****Volume orders (IVO)**

No

**IBM International Passport Advantage Agreement****Passport Advantage applies**

No

**Usage restriction**

Yes.

**Explanation of terms**

Note: The following terms supersede and replace the previous license terms. Updated licensing terms are included in the program package.

**IBM Content Manager OnDemand z/OS - Library Server Feature**

The Library Server Feature is a priced feature of IBM Content Manager OnDemand for z/OS , V9.0. The Library Server Feature is included on the program media. You are not authorized to use the feature unless you first acquire a Proof of Entitlement for this feature. The Library Server feature is licensed per establishment.

**IBM Content Manager OnDemand z/OS - Object Server Feature**

The Object Server Feature is a priced feature of Content Manager OnDemand for z/OS , V9.0. The Object Server Feature is included on the program media. You are not authorized to use the feature unless you first acquire a PoE for this feature. The Object Server Feature is licensed per establishment.

You may elect to have your Information Technology Services managed solely for your benefit by a third party; however, as the licensee, you remain responsible for compliance with all terms and conditions, including but not limited to, the acquisition and maintenance of a sufficient number of licenses as described in this License Information document. You may not assign, transfer, delegate, or sublicense any of your rights or obligations, in whole or in part, to such third party without the express written permission of IBM .

You may not use the program or any component thereof to provide hosting services to third parties unless otherwise agreed to in writing by IBM .

## **IBM Content Manager OnDemand z/OS - Authorized User**

An Authorized User authorization must be obtained for each individual user accessing the program in any manner. Each Authorized User authorization is attributable to one and only one individual user, either within or outside your enterprise. An Authorized User authorization is required for each individual user who accesses the program or any component, application, feature, function, or capability thereof, either directly or indirectly, through any means on behalf of the user. Users require authorization for accessing content managed within, or distributed from the program server. Each Authorized User authorization entitles one individual user to establish one or more connections to any number of program servers across any of the supported platforms with the exception of IBM Content Manager OnDemand for z/OS , which requires a separate server PoE. An Authorized User authorization may only be reassigned for the long-term replacement of personnel. The programs may be installed on one or more computers and accessed by multiple users, provided that an Authorized User authorization has been obtained for each individual user.

### **Licenses for optional priced features**

#### **IBM Content Manager OnDemand z/OS - PDF Indexer Feature**

If you choose to install the IBM Content Manager OnDemand PDF Indexer Feature (the PDF Indexer Feature), you must acquire a PoE. Your license to the PDF Indexer Feature allows you to install and use the PDF Indexer Feature to support definition and capture of PDF data streams on one or more IBM Content Manager OnDemand Library Server. The PDF Indexer Feature is licensed per establishment.

#### **IBM Content Manager OnDemand z/OS - OnDemand Distribution Facility (ODF)**

The ODF feature is a priced feature of Content Manager OnDemand for z/OS , V9.0. One license to the Content Manager OnDemand Distribution Facility feature entitles you to install the program feature on one or more physical servers. The ODF Indexer Feature is licensed per establishment.

Recipients of reports generated by the Content Manager OnDemand Distribution Facility do not need to be licensed as Authorized Users.

#### **IBM Content Manager OnDemand z/OS - Enhanced Retention Manager**

The Enhanced Retention Manager feature is a priced feature of Content Manager OnDemand for z/OS , V9.0. One license to the Content Manager OnDemand Enhanced Retention Manager feature entitles you to install the program feature on one or more physical servers. The Enhanced Retention Manager Feature is licensed per establishment.

#### **IBM Content Manager OnDemand z/OS - Advanced Function Presentation Transformations**

The Advanced Function Presentation Transformations feature is a priced feature of Content Manager OnDemand for z/OS , V9.0. One license to the Content Manager OnDemand Advanced Function Presentation Transformations feature entitles you to deploy one copy (or instance) of the program feature. If you wish to deploy additional copies (or instances), you must acquire additional PoE.

#### **IBM Content Manager OnDemand for Multiplatforms - Full Text Search**

The Full Text Search feature is a priced feature of Content Manager OnDemand for Multiplatforms, V9.0. The Full Text Search Feature is licensed per Processor Value Unit (PVU). The number of PVU licenses required depends on the processor technologies of the Full Text Search server. For additional information, refer to

[http://www-01.ibm.com/software/lotus/passportadvantage/pvu\\_licensing\\_for\\_customers.html](http://www-01.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html)

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

Yes. All distributed software licenses include Software Subscription and Support (also referred to as Software Maintenance) for a period of 12 months from the date of acquisition, providing a streamlined way to acquire IBM software and assure technical support coverage for all licenses. Extending coverage for a total of three years from date of acquisition may be elected.

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 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, every day of the year. For additional details, consult your IBM Software Support Handbook at

<http://www.ibm.com/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 this agreement.

For more information about the Passport Advantage Agreement, visit the Passport Advantage website at

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

### **System i® Software Maintenance applies**

No

### **Variable charges apply**

No

### **Educational allowance available**

Yes. When ordering through the program number process, a 15% education allowance applies to qualified education institution customers.

Education Software Allowance Program applies when ordering through the program number process.

### **ESAP available**

Yes, to qualified customers.

### **On/Off Capacity on Demand (CoD)**

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To be eligible for On/Off CoD pricing, you must be enabled for temporary capacity on the corresponding hardware, and the required contract, Attachment for IBM System z On/Off Capacity on Demand (Z125-7883) must be signed prior to use.

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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 comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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## IBM Electronic Services

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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>

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## Prices

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For all local charges, contact your IBM representative.

### **Passport Advantage**

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

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

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## Announcement countries

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All European, Middle Eastern, and African countries except Iran, South Sudan, and Syria.

### **Trademarks**

Electronic Service Agent is a trademark of IBM Corporation in the United States, other countries, or both.

IBM, z/OS, FileNet, OS/390, AIX, Passport Advantage, DB2, Global Technology Services, SystemPac, System z and System i are registered trademarks of IBM Corporation in the United States, other countries, or both.

Windows is a trademark of Microsoft Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.

***Terms of use***

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

<http://www.ibm.com/legal/us/en/>

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

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