



# IBM Forms 8.0 helps enable businesses to automate processes via agile web applications as well as classic document based forms applications in one nicely integrated package

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## Overview

IBM® Forms 8.0 helps businesses automate forms based processes. This new release provides an agile design and runtime experience that lets you quickly and easily deploy HTML, JavaScript™, and Cascading Style Sheets (CSS)-based web applications for data collection with nothing more than a browser. The businesses can also build and deploy classic document-based forms applications. Enhanced mobile support lets users access these applications from iOS and Android based devices.

IBM Forms 8.0 helps line of business as well as IT users automate forms based processes. It helps deliver the following benefits:

- Quickly and easily build and deploy HTML, JavaScript and CSS-based web applications for data collection, using the new IBM Forms Experience Builder component
- Higher productivity through anytime, anywhere access on iOS and Android tablet based devices
- Investment protection through tighter integration with IBM portfolio including IBM Customer Experience Suite, IBM WebSphere® Portal, IBM FileNet® Business Process Manager, and IBM Case Manager

## Key prerequisites

For details, refer to the [Hardware requirements](#) section.

## Planned availability date

May 4, 2012: Electronic availability

May 25, 2012: Media availability

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## Description

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IBM Forms 8.0 makes it easier than ever for businesses to automate forms-based processes. It helps deliver the following benefits:

- Agile web applications for data collection
  - Agile and easy to use: Allows businesses to respond without expensive, time-consuming development cycles
  - 100% standards-based: Lowers total cost of ownership and leverages common IT skills
  - High performance: Meets the needs of today's customer, partner, and citizen facing deployments
  - Compelling user experience: Leverages best-of-breed, Web 2.0 technologies (Cascading Style Sheets (CSS), Dojo, JavaScript)
  - Integrates easily: Complements service-oriented architecture (SOA), Filenet Business Process Manager and other line-of-business systems
- Investment protection through tighter integration with IBM portfolio
  - Even tighter integration with IBM Customer Experience Suite, IBM WebSphere Portal, IBM FileNet Business Process Manager, and IBM Case Manager
- Higher productivity through anytime, anywhere access of forms-based applications on iOS and Android tablet devices

New features via Forms Experience Builder

- Exceptional web-based data collection applications
  - Easy-to-use, web-driven creation of compelling, data collection user interface
  - Lightweight routing for approvals and notifications
  - Integrated relational data repository and lightweight reporting
  - CSS-based styling
  - Role-based security model
- Enterprise integration
  - Easy integration of IBM Forms Experience Builder with Representational State Transfer (REST) Services
  - Ability to integrate via REST API
  - Connect capability to role information available in your infrastructures
- Enterprise scalability for data centric solutions
- Mobile applications
  - Access via iOS and Android tablet devices

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## Statement of direction

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It is IBM's current intent that we will continue to integrate IBM Forms with other IBM products to provide end-to-end process automation to customers.

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 remains at our sole discretion.

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## Reference information

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Refer to Software Announcement [210-442](#), dated December 07, 2010.

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## Program number

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Program number	VRM	Program name
5724-N09	8.0.0	IBM Forms Designer
5724-N08	8.0.0	IBM Forms Server
5724-N07	8.0.0	IBM Forms Viewer

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## Education support

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IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

IBM Software Services for Lotus® Education provides education to support many Lotus offerings. For a complete list of offerings visit the website at

<http://www.ibm.com/software/lotus/training>

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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>

Also, visit the Passport Advantage® website

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

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## Publications

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No publications are shipped with these products.

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.

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

Visit

<http://www.ibm.com/developerworks/lotus/documentation/forms/>

#### **Software requirements**

For details, refer to the [Hardware requirements](#) section.

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

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

#### **Packaging**

IBM Forms V8.0 will be distributed via a media package and electronic software distribution (ESD).

The License Information form numbers for IBM Forms V8.0 are L-SYOG-8AFS3Y, L-SYOG-85EUZ9, L-SYOG-8AFSKJ, L-SYOG-8AFSLM, and L-SYOG-8AFS5L.

### Security, auditability, and control

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The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## Ordering information

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

#### **Product information**

Licensed function title	Product group	Product category
IBM Forms Designer	IBM Forms	IBM Forms
IBM Forms Server	IBM Forms	IBM Forms
IBM Forms Server Extender	IBM Forms	IBM Forms
IBM Forms Viewer	IBM Forms	IBM Forms

Program name	PID number	Charge unit description
IBM Forms Designer	Per	5724-N09 Authorized User
IBM Forms Server	Per 20	5724-N08 Authorized Users for Linux™ on System z
IBM Forms Server	Per	5724-N08 Processor Value Unit for Linux on System z
IBM Forms Server	Per	5724-N08 Processor Value Unit (PVU)
IBM Forms Server	Per 20	5724-N08 Authorized Users
IBM Forms Viewer	Per	5724-N07 Authorized User
IBM Forms Viewer	Per 25	5724-N07 Pages

## Charge metrics definitions

### Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

### 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.

### Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU Table by processor value, brand, type, and model number at

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

and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the webpage below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores\* in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

[http://www.ibm.com/software/lotus/passportadvantage/Counting\\_Software\\_licenses\\_using\\_specific\\_virtualization\\_technologies.html](http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html)

\* An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

Notes:

- Some programs may require licenses for the program **and** what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- Some programs may be licensed on a managed basis **only**. In that case, the following applies: Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the program, licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

## Passport Advantage program licenses

### IBM Forms Designer

Part description	Part number
IBM Forms Designer	
IBM Forms Designer Per Authorized User Annual SW S&S Rnw1	E0296LL
IBM Forms Designer Per Authorized User Lic + SW S&S 12 Mo	D56EFL
IBM Forms Designer Per Authorized User SW S&S Reinstate 12 Mo	D56EKLL

### IBM Forms Server

Part description	Part number
IBM Forms Server	
IBM Forms Server 20 Authorized Users Annual SW S&S Rnw1	E0AHIL
IBM Forms Server 20 Authorized Users Lic + SW S&S 12 Mo	D0G6VL
IBM Forms Server 20 Authorized Users SW S&S Reinstate 12 Mo	D0G6WL
IBM Forms Server Processor Value Unit (PVU) Annual SW	E02DULL

S&S Rnw1		
IBM Forms Server Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D571HLL	
IBM Forms Server Processor Value Unit (PVU) SW S&S Reinststate 12 Mo	D571ILL	

### IBM Forms Server

Part description	Part number
IBM Forms Server Extender	
IBM Forms Server Extender 20 Authorized Users Annual SW S&S Rnw1	E0AHLL
IBM Forms Server Extender 20 Authorized Users Lic + SW S&S 12 Mo	D0G6TLL
IBM Forms Server Extender 20 Authorized Users SW S&S Reinststate 12 Mo	D0G6ULL
IBM Forms Server Extender Processor Value Unit (PVU) Annual SW S&S Rnw1	E07NRLL
IBM Forms Server Extender Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D0ATJLL
IBM Forms Server Extender Processor Value Unit (PVU) SW S&S Reinststate 12 Mo	D0ATKLL

### IBM Forms Viewer

Part description	Part number
IBM Forms Viewer	
Forms Viewer Per 25 Pages Annual SW S&S Rnw1	E02KNLL
Forms Viewer Per 25 Pages Lic + SW S&S 12 Mo	D58HGLL
Forms Viewer Per 25 Pages SW S&S Reinststate 12 Mo	D58HLL
IBM Forms Viewer Authorized User Annual SW S&S Renewal	E0295LL
IBM Forms Viewer Authorized User Lic + SW S&S 12 Months	D56E1LL
IBM Forms Viewer Authorized User SW S&S Reinststate 12 Months	D56EALL

### Passport Advantage trade-up licenses

#### IBM Forms Designer

Precursor product	Trade-up product	Trade-up part number
IBM Forms Designer		
IBM FileNet eForms Designer	IBM Forms Designer AU fr Filenet eForms Dsgnr TradeUp Lic+SW S&S 12Mo	D04S7LL

#### IBM Forms Server

Precursor product	Trade-up product	Trade-up part number
IBM Forms Server		
IBM FileNet eForms Desktop	Forms Srvr PVU LnxSysz fr FilNet eForms Dsktp Clnt Dev TrdUp Lic+SW S&S12Mo	D0B41LL
IBM FileNet eForms for P8 Authorized	IBM Forms Server PVU Lnx Sys z fr FN eForms P8 Auth TrdUp Lic+SW S&S 12 Mo	D0B3XLL
IBM FileNet eForms for P8 Employee	IBM Forms Server PVU Lnx Sys z fr FN eForms P8 Emp TrdUp Lic + SW S&S 12 Mo	D0B3YLL
IBM FileNet eForms	IBM Forms Server PVU Lnx Sys z fr FileNet eForms TrdUp Lic + SW S&S 12 Mo	D0B40LL
IBM Forms Turbo	IBM Forms Server PVU Lnx Sys z fr Forms Turbo	D0B3WLL

IBM FileNet eForms for P8 Ext User	TradeUp Lic + SW S&S 12 Mo IBM Forms Server PVU Lnx Sysz fr FN eForms P8 Ext Usr TrdUp Lic+SW S&S 12Mo	D0B3ZLL
IBM FileNet eForms for P8 Employee	IBM Forms Server PVU fr Filenet eForms P8 EmPLY Trade Up Lic+SW S&S 12 Mo	D04SLLL
IBM FileNet eForms for P8 Ext User	IBM Forms Server PVU fr Filenet eForms P8 Ext Usr Trade Up Lic+SW S&S 12 Mo	D04SQLL
IBM FileNet eForms for P8 Authorized	IBM Forms Server PVU fr Filenet eforms P8 Auth Trade Up Lic + SW S&S 12 Mo	D04SNLL
IBM Forms Turbo	IBM Forms Server PVU from Forms Turbo Trade Up Lic + SW S&S 12 Mo	D06P8LL
IBM FileNet eForms	IBM Forms Server Proc Value Unit fr Filenet eForms TradeUp Lic+SW S&S 12 Mo	D04S6LL
IBM FileNet eForms Desktop	IBM Forms Srvr PVU fr FileNet eForms Dsktp Client Dev TrdUp Lic+SWS&S 12Mo	D04SRLL

### Passport Advantage supply

Program name/description	Part number
IBM Forms Designer V8.0.0	
IBM Forms Designer Windows™ 7 Professional,Windows Vista Business,Windows V	BU071ML
IBM Forms Server Extender V8.0.0	
IBM Forms Server Extender Red Hat Enterprise Linux (RHEL) base server),SUS	BU073ML
IBM Forms Server V8.0.0	
IBM Forms Server Red Hat Enterprise Linux (RHEL) base server),SUSE Linux E	BU072ML
IBM Forms Viewer V8.0.0	
IBM Forms Viewer Windows 7 Professional,Windows XP Tablet PC,Windows Vista	BU070ML

### Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

#### IBM Forms Server V8.0.0

Entitled maintenance offerings description	Media packs description	Part number
Forms Server Processor Value Unit	IBM Forms Server Red Hat Enterprise Linux (RHEL) base server),SUSE Linux E	BU072ML
IBM Forms Server 20 Authorized Users	IBM Forms Server Red Hat Enterprise Linux (RHEL) base server),SUSE Linux E	BU072ML
IBM Forms Server 20 Authorized Users Linux on System z®	IBM Forms Server Red Hat Enterprise Linux (RHEL) base server),SUSE Linux E	BU072ML
IBM Forms Server for Linux on System z per Processor Value Unit	IBM Forms Server Red Hat Enterprise Linux (RHEL) base server),SUSE Linux E	BU072ML

#### IBM Forms Viewer V8.0.0

Entitled maintenance offerings description	Media packs description	Part number
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IBM Forms Viewer per 25 Pages	IBM Forms Viewer Windows 7 Professional,Windows XP Tablet PC,Windows Vista	BU070ML
IBM Forms Viewer per Authorized User	IBM Forms Viewer Windows 7 Professional,Windows XP Tablet PC,Windows Vista	BU070ML

### IBM Forms Designer V8.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Forms Designer Authorized User	IBM Forms Designer Windows 7 Professional,Windows Vista Business,Windows V	BU071ML

### IBM Forms Server Extender V8.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Forms Server Extender 20 Authorized Users	IBM Forms Server Extender Red Hat Enterprise Linux (RHEL) base server),SUS	BU073ML
IBM Forms Server Extender 20 Authorized Users Linux on System z	IBM Forms Server Extender Red Hat Enterprise Linux (RHEL) base server),SUS	BU073ML
IBM Forms Server Extender for Linux on System z Processor Value Unit	IBM Forms Server Extender Red Hat Enterprise Linux (RHEL) base server),SUS	BU073ML
IBM Forms Server Extender per Processor Value Unit	IBM Forms Server Extender Red Hat Enterprise Linux (RHEL) base server),SUS	BU073ML

## Cross-platform products

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### ***Cross-platform products for use on System z***

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

### ***Cross-platform product for use on System z IFL engines***

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

## IBM Forms Server

Part description	Part number
IBM Forms Server	
IBM Forms Server 20 Auth Usrs Linux on System z Annual SW S&S Rnw1	E0AHGLL
IBM Forms Server 20 Auth Usrs Linux on System z Lic + SW S&S 12 Mo	D0G6RLL
IBM Forms Server 20 Auth Usrs Linux on System z SW S&S Reinstate 12 Mo	D0G6SLL
IBM Forms Server PVU for Linux on System z Annual SW S&S Rnw1	E07T4LL
IBM Forms Server PVU for Linux on System z Lic + SW S&S 12 Mo	D0B3NLL
IBM Forms Server PVU for Linux on System z SW S&S	D0B3PLL

Reinstate 12 Mo

## IBM Forms Server

Part description	Part number
IBM Forms Server Extender	
IBM Forms Server Extender 20 Auth Usr Linux on System z Annual SW S&S Rnw1	E0AHLLL
IBM Forms Server Extender 20 Auth Usr Linux on System z Lic + SW S&S 12 Mo	D0G71LL
IBM Forms Server Extender 20 Auth Usr Linux on System z SW S&S Reinst 12 Mo	D0G72LL
IBM Forms Server Extender PVU for Lnx Sys z Annual SW S&S Rnw1	E07T2LL
IBM Forms Server Extender PVU for Lnx Sys z Lic + SW S&S 12 Mo	D0B3JLL
IBM Forms Server Extender PVU for Lnx Sys z SW S&S Reinstate 12 Mo	D0B3KLL

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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.

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).

### **License Information form numbers**

Program name	Program number	Form number
IBM Forms Designer	5724-N09	L-RSHR-8RBUCT, L-RSHR-8SVT89
IBM Forms Server	5724-N08	L-RSHR-8RBQLS, L-RSHR-8RBUPC, L-RSHR-8RCSB
IBM Forms Viewer	5724-N07	L-RSHR-8RFM48, L-RSHR-8SVTA7

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 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 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 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***

For clarification, note that 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 the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

### ***International Passport Agreement***

#### ***Volume orders (IVO)***

No

#### ***Passport Advantage applies***

Yes, and through the Passport Advantage website at

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

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

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

Yes. Software Subscription and Support 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 via telephone and, if available, electronic access, 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 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 website at

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

### ***Other terms***

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

No

#### ***Educational allowance available***

Not applicable.

#### ***Statement of good security practices***

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

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## Prices

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### Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner, or authorized IBM Business Partner for Software ValueNet®, if applicable. Additional information is also available at

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

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<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

### IBM Global Financing

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IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, both from IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

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

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## Order now

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

To identify your local IBM Business Partner or IBM representative, call 1 800-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](mailto:callserv@ca.ibm.com)

For IBM Business Partner: pswna@us.ibm.com

Mail: IBM Teleweb Customer Support  
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3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada  
L3R 2Z1

Reference: YE001

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**Note:** Shipments will begin after the planned availability date.

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