



IBM Production Imaging Edition V5.2

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At a glance

IBM® Production Imaging Edition V5.2 includes:

- Add on for IBM Content Foundation customers
- New price offerings

Overview

If you have IBM Content Foundation installed, you can add IBM Production Imaging Edition V5.2 to your IBM Content Foundation footprint. Additionally, new charge metrics provide enhanced financial offerings.

Production Imaging Edition includes the latest version of these components:

- IBM FileNet® Content Manager V5.2 with IBM Content Navigator V2.0.1
- IBM Case Foundation V5.2
- IBM Datacap Taskmaster Capture V8.1 (also referred to as Taskmaster Standard)
- IBM Content Engine Bulk Import Tool V5.2
- IBM Production Imaging Edition Viewer Pro (Daeja ViewONE Pro)

Planned availability date

November 1, 2013: Electronic availability

November 8, 2013: Media availability

Description

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM website

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

Section 508 of the US Rehabilitation Act

IBM Production Imaging Edition is capable as of November 8, 2013, when used in accordance with IBM's associated 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 Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following website

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

Product positioning

Production Imaging Edition fits within the IBM FileNet family and addresses document imaging and capture.

Reference information

For more information about IBM Production Imaging Edition V5.2, refer to:

IBM Production Imaging Edition V5.2 now includes latest versions of IBM Datacap Taskmaster Capture V8.1, Software Announcement [212-299](#), dated August 21, 2012

IBM FileNet Image Manager Active Edition V5.1, Software Announcement [211-415](#), dated October 18, 2011

For additional information, refer to:

Software Announcement [213-053](#), dated March 12, 2013

Software Announcement [213-041](#), dated March 12, 2013

Program number

Program number	VRM	Program name
5725-B54	5.2.0	IBM Production Imaging Edition

Education support

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.

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

No publications are shipped with this product.

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.

Ordering information

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

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For more information about IBM Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio

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<http://www.ibm.com/partnerworld/wps/bplocator/>

Product information

Licensed function title	Product group	Product category
IBM Production Imaging Edition	Production	Production
Add-On for IBM Case Foundation Authorized	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Case Foundation Employee	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Case Foundation External Population	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for FileNet Content Manager Authorized	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for FileNet Content Manager Employee	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for FileNet Content Manager External Population	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Case Manager Authorized	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Case Manager Employee	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Case Manager External Population	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Content Manager Authorized	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Content Manager Employee	Imaging Edition	Imaging Edition
IBM Production Imaging Edition	Production	Production
Add-On for IBM Content Manager	Imaging	Imaging

External Population	Edition	Edition
IBM Production Imaging Edition Authorized	Production Imaging Edition	Production Imaging Edition
IBM Production Imaging Edition Employee	Production Imaging Edition	Production Imaging Edition
IBM Production Imaging Edition External Population	Production Imaging Edition	Production Imaging Edition
IBM Production Imaging Edition Add-On for IBM Content Foundation Authorized	Production Imaging Edition	Production Imaging Edition
IBM Production Imaging Edition Add-On for IBM Content Foundation Employee	Production Imaging Edition	Production Imaging Edition
IBM Production Imaging Edition Add-On for IBM Content Foundation External Population	Production Imaging Edition	Production Imaging Edition

Program name	PID number	Charge unit description
IBM Production Imaging Edition Add-On for IBM Case Foundation Authorized	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Case Foundation Employee	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Case Foundation External Population	5725-B54	Per Resource Value Unit
IBM Production Imaging Edition Add-On for FN CM Authorized	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for FN CM Employee	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for FN CM External Population	5725-B54	Per Resource Value Unit
IBM Production Imaging Edition Add-On for IBM Case Manager Authorized	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Case Manager Employee	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Case Manager External Population	5725-B54	Per Resource Value Unit
IBM Production Imaging Edition Add-On for IBM Content Manager Authorized	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Content Manager Employee	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Content Manager External Population	5725-B54	Per Resource Value Unit
IBM Production Imaging Edition Authorized	5725-B54	Per User Value Unit
IBM Production Imaging Edition Employee	5725-B54	Per User Value Unit
IBM Production Imaging Edition External Population	5725-B54	Per Resource Value Unit
IBM Production Imaging Edition Add-On for IBM Content Foundation Authorized	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Content Foundation Employee	5725-B54	Per User Value Unit
IBM Production Imaging Edition Add-On for IBM Content Foundation External Population	5725-B54	Per Resource Value Unit

Charge metrics definitions

User Value Unit (UVU)

UVU is the metric by which this program is licensed. UVU entitlements are based on the number of users for the given program. A Proof of Entitlement (PoE) must be obtained for the appropriate number of UVUs required for your environment as defined by the specific program terms. The UVU entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with UVU entitlements of another software program. UVU licensing offers you price benefits for customers by enabling a lower cost of incremental growth of resources. To understand these benefits of UVU licensing, and to determine how many UVUs to obtain for the program, contact your IBM representative.

The subject programs have a structure for licensing and pricing designed for clarity, simplicity and unity with other products in the IBM Enterprise Content Management portfolio. The former approach relied upon licensing servers and users - with users licensed on a Named, Concurrent, ebusiness, Employee and External basis. This has been replaced with a new approach based on Value Units (VUs), with a primary focus on user access.

UVUs

Three types of UVUs are available:

1. Authorized (AUVU): For selective licensing of users who are internal to the organization. It replaces named, concurrent and ebusiness user licensing.
2. External (XUVU): For licensing of users who are external to the organization. It replaces external user licensing and ebusiness user licenses for certain products.
3. Employee (EUVU): For collectively licensing all users who are internal to the organization. It replaces Enterprise License Agreement (ELA) employee licensing.

Product pricing

Each product has a fixed price per UVU. Customers license the appropriate number of UVUs to provide access to a corresponding user population.

Cumulative volume discounting

As the user quantity increases, the number of UVUs increase albeit at a slower rate. Value Unit license conversion tables establish the required number of UVUs for a specified number of users.

Volume discounting examples:

- 100 authorized users require 85 AUVUs
- 1,000 authorized users require 600 AUVUs
- 5,000 authorized users require 2,500 AUVUs

FileNet Content Manager configuration example:

- Content Manager AUVU price = \$Y per AUVU
- 5,000 authorized users require 2,500 AUVUs
- Total price = \$Y x 2,500

Resource Value Unit (RVU)

RVU is the unit of measure by which this program is licensed. RVU entitlements are based on the quantity of a specific designated measurement for the given program. A Proof of Entitlement (PoE) must be obtained for the appropriate number of RVUs required for your environment as defined by the specific program terms. The RVU entitlements are specific to the program and may include, but are not limited to the following: Client Devices, data source records, messages, and servers, and may not be exchanged, interchanged, or aggregated with RVU entitlements of another

program. To understand these benefits of RVU licensing, and to determine how many RVUs to obtain for the program, contact your IBM representative.

Passport Advantage program licenses

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Authorized IBM Production Imaging Ed Authorized UVU Annual SW S&S Rnw1	E0ATFLL
IBM Production Imaging Ed Authorized UVU Lic + SW S&S 12 Mo	D0GVMLL
IBM Production Imaging Ed Authorized UVU SW S&S Reinstate 12 Mo	D0GVNLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Employee IBM Production Imaging Ed Employee UVU Annual SW S&S Rnw1	E0ATILL
IBM Production Imaging Ed Employee UVU Lic + SW S&S 12 Mo	D0GVXLL
IBM Production Imaging Ed Employee UVU SW S&S Reinstate 12 Mo	D0GVYLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition External Population IBM Production Imaging Ed External Population RVU Annual SW S&S Rnw1	E0IHRLL
IBM Production Imaging Ed External Population RVU Lic + SW S&S 12 Mo	D11QSL
IBM Production Imaging Ed External Population RVU SW S&S Reinstate 12 Mo	D11QULL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Case Manager Authorized	
IBM Production Imaging Ed Add-On for IBM Case Manager Authorized UVU Annual SW S&S Rnw1	E0AT6LL
IBM Production Imaging Ed Add-On for IBM Case Manager Authorized UVU Lic + SW S&S 12 Mo	D0GV2LL
IBM Production Imaging Ed Add-On for IBM Case Manager Authorized UVU SW S&S Reinstate 12 Mo	D0GV3LL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Case Manager Employee	
IBM Production Imaging Ed Add-On for IBM Case Manager Employee UVU Annual SW S&S Rnw1	E0AT9LL
IBM Production Imaging Ed Add-On for IBM Case Manager Employee UVU Lic + SW S&S 12 Mo	D0GV8LL
IBM Production Imaging Ed Add-On for IBM Case Manager Employee UVU SW S&S Reinstate 12 Mo	D0GV9LL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Case Manager External Population	
IBM Production Imaging Ed Add-On for IBM Case Manager External Population RVU Annual SW S&S Rnw1	E0IJFLL
IBM Production Imaging Ed Add-On for IBM Case Manager External Population RVU Lic + SW S&S 12 Mo	D11T7LL
IBM Production Imaging Ed Add-On for IBM Case Manager External Population RVU SW S&S Reinstate 12 Mo	D11T8LL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for FileNet Content Manager Authorized	
IBM Production Imaging Ed Add-On for FileNet Content Manager Authorized UVU Annual SW S&S Rnw1	E0ATGLL
IBM Production Imaging Ed Add-On for FileNet Content Manager Authorized UVU Lic + SW S&S 12 Mo	D0GVRL
IBM Production Imaging Ed Add-On for FileNet Content Manager Authorized UVU SW S&S Reinstate 12 Mo	D0GVSLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for FileNet Content Manager Employee	
IBM Production Imaging Ed Add-On for FileNet Content Manager Employee UVU Annual SW S&S Rnw1	E0ATPLL
IBM Production Imaging Ed Add-On for FileNet Content Manager Employee UVU Lic + SW S&S 12 Mo	D0GWELL
IBM Production Imaging Ed Add-On for FileNet Content Manager Employee UVU SW S&S Reinstate 12 Mo	D0GWGLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for FileNet Content Manager External Population	
IBM Production Imaging Ed Add-On for FileNet Content Manager External Population RVU Annual SW S&S Rnw1	E0IHULL
IBM Production Imaging Ed Add-On for FileNet Content Manager External Population RVU Lic + SW S&S 12 Mo	D11QWLL
IBM Production Imaging Ed Add-On for FileNet Content Manager External Population RVU SW S&S Reinstate 12 Mo	D11QXLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Case Foundation Authorized	
IBM Production Imaging Ed Add-On for IBM Case Foundation Authorized UVU Annual SW S&S Rnw1	E0AT7LL
IBM Production Imaging Ed Add-On for IBM Case Foundation Authorized UVU Lic + SW S&S 12 Mo	D0GV4LL
IBM Production Imaging Ed Add-On for IBM Case Foundation Authorized UVU SW S&S Reinstate 12 Mo	D0GV5LL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Case Foundation Employee	
IBM Production Imaging Ed Add-On for IBM Case Foundation Employee UVU Annual SW S&S Rnw1	E0ATSLL
IBM Production Imaging Ed Add-On for IBM Case Foundation Employee UVU Lic + SW S&S 12 Mo	D0GWNLL
IBM Production Imaging Ed Add-On for IBM Case Foundation Employee UVU SW S&S Reinstate 12 Mo	D0GWPLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Case Foundation External Population	
IBM Production Imaging Ed Add-On for IBM Case Foundation External Population RVU Annual SW S&S Rnw1	E0IJCLL
IBM Production Imaging Ed Add-On for IBM Case Foundation External Population RVU Lic + SW S&S 12 Mo	D11T3LL
IBM Production Imaging Ed Add-On for IBM Case Foundation External Population RVU SW S&S Reinstate 12 Mo	D11T4LL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Content Manager Authorized	
IBM Production Imaging Ed Add-On for IBM Content Manager Authorized UVU Annual SW S&S Rnw1	E0EM8LL
IBM Production Imaging Ed Add-On for IBM Content Manager Authorized UVU Lic + SW S&S 12 Mo	D0TJ8LL
IBM Production Imaging Ed Add-On for IBM Content Manager Authorized UVU SW S&S Reinstate 12 Mo	D0TJ9LL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Content Manager Employee	
IBM Production Imaging Ed Add-On for IBM Content Manager Employee UVU Annual SW S&S Rnw1	E0EM9LL
IBM Production Imaging Ed Add-On for IBM Content Manager Employee UVU Lic + SW S&S 12 Mo	D0TJALL
IBM Production Imaging Ed Add-On for IBM Content Manager Employee UVU SW S&S Reinstate 12 Mo	D0TJBLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Content Manager External Population	
IBM Production Imaging Ed Add-On for IBM Content Manager External Population RVU Annual SW S&S Rnw1	E0IHULL
IBM Production Imaging Ed Add-On for IBM Content Manager External Population RVU Lic + SW S&S 12 Mo	D11QWLL
IBM Production Imaging Ed Add-On for IBM Content Manager External Population RVU SW S&S Reinstate 12 Mo	D11QXLL

IBM Production Imaging Edition

Part description	Part number
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IBM Production Imaging Edition Add-On for IBM Content Foundation Authorized	
IBM Production Imaging Ed Add-On for IBM Content Foundation Authorized UVU Annual SW S&S Rnw1	E0IJHLL
IBM Production Imaging Ed Add-On for IBM Content Foundation Authorized UVU Lic + SW S&S 12 Mo	D11TBLL
IBM Production Imaging Ed Add-On for IBM Content Foundation Authorized UVU SW S&S Reinstate 12 Mo	D11TCLL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Content Foundation Employee	
IBM Production Imaging Ed Add-On for IBM Content Foundation Employee UVU Annual SW S&S Rnw1	E0IJJLL
IBM Production Imaging Ed Add-On for IBM Content Foundation Employee UVU Lic + SW S&S 12 Mo	D11TDLL
IBM Production Imaging Ed Add-On for IBM Content Foundation Employee UVU SW S&S Reinstate 12 Mo	D11TELL

IBM Production Imaging Edition

Part description	Part number
IBM Production Imaging Edition Add-On for IBM Content Foundation External Population	
IBM Production Imaging Ed Add-On for IBM Content Foundation External Population RVU Annual SW S&S Rnw1	E0IJJLL
IBM Production Imaging Ed Add-On for IBM Content Foundation External Population RVU Lic + SW S&S 12 Mo	D11TFLL
IBM Production Imaging Ed Add-On for IBM Content Foundation External Population RVU SW S&S Reinstate 12 Mo	D11TGLL

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 Production Imaging Edition V5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Production Imaging Edition Authorized per User Value Unit	IBM Production Imaging Edition V5.2 Multiplatform Multilingual Media Pack	BQ039ML
IBM Production Imaging Edition Employee per User Value Unit	IBM Production Imaging Edition V5.2 Multiplatform Multilingual Media Pack	BQ039ML
IBM Production Imaging Edition External per User Value Unit	IBM Production Imaging Edition V5.2 Multiplatform Multilingual Media Pack	BQ039ML

IBM Production Imaging Edition V5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Production Imaging Edition Add-On for IBM Content Manager Authorized per User Value Unit	IBM Production Imaging Edition V5.2 Multiplatform Multilingual Media Pack	BQ039ML
IBM Production Imaging Edition Add-On for IBM Content Manager Employee per User Value Unit	IBM Production Imaging Edition V5.2 Multiplatform Multilingual Media Pack	BQ039ML

IBM Production Imaging Edition Add-On for IBM Content Manager External per User Value Unit	IBM Production Imaging Edition V5.2 Multiplatform Multilingual Media Pack	BQ039ML
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IBM PIE Add On for CM V5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Production Imaging Edition Add-On for FN CM Authorized per User Value Unit	IBM Production Imaging Edition Add On for FN Cont Mgr V5.2 MP ML MediaPk	BQ03BML
IBM Production Imaging Edition Add-On for FN CM Employee per User Value Unit	IBM Production Imaging Edition Add On for FN Cont Mgr V5.2 MP ML MediaPk	BQ03BML
IBM Production Imaging Edition Add-On for FN CM External per User Value Unit	IBM Production Imaging Edition Add On for FN Cont Mgr V5.2 MP ML MediaPk	BQ03BML

IBM PIE Add On for Case Mgr V5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Production Imaging Edition Add-On for Case Manager Authorized per User Value Unit	IBM Production Imaging Edition Add On for Case Mgr V5.2 MP ML Media Pack	BQ03CML
IBM Production Imaging Edition Add-On for Case Manager Employee per User Value Unit	IBM Production Imaging Edition Add On for Case Mgr V5.2 MP ML Media Pack	BQ03CML
IBM Production Imaging Edition Add-On for Case Manager External per User Value Unit	IBM Production Imaging Edition Add On for Case Mgr V5.2 MP ML Media Pack	BQ03CML

IBM PIE Add On for Case Foundation V5.2

Entitled maintenance offerings description	Media packs description	Part number
IBM Production Imaging Edition Add-On for FN Case Foundation Authorized per User Value Unit	IBM Production Imaging Edition Add On for Case Foundation V5.2 MP ML Media Pack	BQ03AML
IBM Production Imaging Edition Add-On for FN Case Foundation Employee per User Value Unit	IBM Production Imaging Edition Add On for Case Foundation V5.2 MP ML Media Pack	BQ03AML
IBM Production Imaging Edition Add-On for FN Case Foundation External per User Value Unit	IBM Production Imaging Edition Add On for Case Foundation V5.2 MP ML Media Pack	BQ03AML

Terms and conditions

The terms and conditions for IBM Production Imaging Edition V5.2, as previously announced in Software Announcement [210-450](#), dated December 14, 2010 , are unchanged.

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

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

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

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

Benefits

Increased uptime: The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM. The customer's business applications or business data is never transmitted to IBM.

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

Customized support: Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent . Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

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

Prices

The charges are unchanged by this announcement.

Trademarks

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