

Revised information: IBM Lifecycle Support policy is updated for IBM Business Automation Workflow

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Overview

The Lifecycle Support policy in the terms and conditions for IBM[®] Business Automation Workflow, previously announced in Software Announcement [AP18-0108](#), dated March 13, 2018, is revised with this announcement. This is effective with the delivery of Business Automation Workflow V18.0.0.0, and all later versions.

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

For additional information on this support lifecycle, see the [IBM Business Automation Workflow Software Support Lifecycle Policy](#) website.

License information number

See the following License Information documents on the [IBM Software License Agreement](#) website.

IBM Business Automation Workflow V18.0.0.0 (5741-H41)

License Information document title	License information document number
IBM Business Automation Workflow Enterprise V18.0.0.0	L-APIG-AVDGSQ
IBM Business Automation Workflow Enterprise for Non-Production Environment V18.0.0.0	L-APIG-AVSCVN
IBM Business Automation Workflow Express [®] V18.0.0.0	L-APIG-AVDHJS
IBM Business Automation Workflow Express for Non-Production Environment V18.0.0.0	L-APIG-AVSF65

Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

Reference information

For additional information on Business Automation Workflow, see [IBM Marketplace](#).

For additional information on capabilities and ordering information for Business Automation Workflow, see Software Announcements:

- [AP18-0521](#), dated December 11, 2018
- [AP18-0309](#), dated July 17, 2018
- [AP18-0212](#), dated April 17, 2018
- [AP18-0108](#), dated March 13, 2018

Program number

Program number	VRM	Program name
5737-H41	18.0.0.0	IBM Business Automation Workflow

AP distribution

Country/Region	Announced
AP	
ASEAN *	Yes
India/South Asia **	Yes
Australia	Yes
Hong Kong	Yes
Macao SAR of the PRC	Yes
Mongolia	Yes
New Zealand	Yes
People's Republic of China	Yes
South Korea	Yes
Taiwan	Yes

* Brunei Darussalam, Cambodia, Indonesia, Lao People's Democratic Republic, Malaysia, Myanmar, Philippines, Singapore, Thailand, Timor-Leste, and Vietnam

** Bangladesh, Bhutan, India, Maldives, Nepal, and Sri Lanka

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