

IBM Security Guardium Insights 3.2 equips data security practitioners with tools to help strengthen their data security posture in hybrid multicloud environments; IBM Security Guardium Data Protection 11.5 delivers real-time visibility and protection to implement data-centric security at scale

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At a glance

IBM Security^(R) Guardium^(R) Insights 3.2 provides both reactive and proactive tool sets, through a risk-based view, to strengthen the data security posture for challenging and often complex hybrid multicloud environments. These tools include the following:

- Ready-to-use dashboard templates that require minimal setup, and provide use cases for proactively identifying and mitigating risk around your data
- Risk events, which connect related data points to tell a broader story about your data
- Automated responses to quickly get intelligence into the hands of your security teams
- Can reduce noise up front or in context using asset exclusions
- Advanced filtering of reports to further reduce noise and get more granular answers

With IBM Security Guardium Data Protection 11.5, organizations can implement risk-based data-centric security programs to support federated access enforcement to detect and respond to real-time machine learning (ML)-powered connection insights, and to manage vulnerability remediation programs with greater ease, speed, and scale.

Security Guardium Data Protection 11.5 can help with the following:

- Detect and prioritize data security threats with enhancements to ML-based real-time trust evaluation and updates to session-level monitoring policies
- Deliver data governance with consistent, federated and fine-grained access enforcement using the new integration with IBM Watson^(R) Knowledge Catalog
- Extend data privacy programs to monitor personally identifiable information (PII) objects discovered with IBM^(R) Discover and Classify
- Support advanced security use cases, such as multifactor authentication (MFA) and single sign-on (SSO), with the new SAML support
- Automation support to update monitoring configuration for MicrosoftTM WindowsTM servers and to also distribute configuration information for remote loggers

- Implement database security hardening with enhanced vulnerability assessment capabilities, that include a new exportable user-defined comments field, and new integration with ServiceNow designed to aggregate scan tests results, organize and assign tasks, and trigger new scans, all within ServiceNow
- Improvement to the IBM Security Vulnerability Assessment Data Protection Subscription patch upload process that includes timestamps when updating, deleting, and inserting data

Overview

Security Guardium Insights 3.2 takes data security for hybrid multicloud environments to the next level.

Enhanced risk-based user experiences:

- Connect the dots using data in Security Guardium Insights to tell a broader story around events that impact potential risk to your data
- Enhanced risk engine that includes more data points for calculating risk, that uses outlier anomalies, privileged users, vulnerability assessment data, classification data, exceptions, and policy violations
- Automate responses to risk events using Response Rules
- Enhanced user experience that provides greater drill-down capabilities for understanding how risk was calculated, the database users involved, detailed reports, and related risk events
- Can reduce the noise by excluding noncritical assets
- Custom risk profiles to customize how risk is calculated

Best practices dashboard templates

- Ready-to-use dashboard based on years of accumulated Security Guardium expertise and knowledge
- Accelerates the organization's time to value
- Proactively observe and remediate negative user behaviors to preserve healthy data hygiene and ultimately reduce the risk for your organization
- Proactively observe new changes in your data landscape, such as new database users, operating system users, source programs, and client IPs that have logged in the environment in the past 7 days

Advanced report filtering UI:

- Can create advanced, custom filters for reports that include nested conditions, case sensitivity, and operator usage
- Can reference data in another report using in-report filter

Audit process with reports distribution based on rules:

- Can create rules that define which users receive data based on report attributes, such as client/server IP and database type

Operational enhancements:

- Can use Prometheus for detailed monitoring of Security Guardium Insights ingestion micro services
- Contains data mart ingestion dashboard for end-to-end status of data mart ingestion and permits click down filtering using a timeline view

Security Guardium Data Protection 11.5 helps organizations centralize data security operations with visibility into hybrid multicloud data environments. It provides flexible monitoring options, ability to detect and respond to relevant threats in real time, and enforce consistent and fine-grained access policies. With improvements to vulnerability assessment capabilities, integration with IBM Watson Knowledge Catalog, and support for Discover and Classify, Security Guardium Data

Protection truly delivers data-centric protection to extend data privacy and data governance use cases as well as simplify vulnerability remediation programs.

As organizations modernize data environments and rapidly move to take advantage of cloud capabilities, Security Guardium Data Protection offers continuous compliance, ability to surface threats for data at rest, and drive associated data security use cases at scale.

Benefits of Security Guardium Data Protection 11.5:

- Manages data security and compliance programs, and optimizes resources by focusing on high-priority security threats
 - Improve Real-time Trust Evaluator configuration and Security Incident policies (session-level policies)
 - Support for the new OMB-M-21-31 policy with tags for Federal clients
- Delivers end-to-end data-centric security with automated integrations and workflows
 - Simplified integration with Watson Knowledge Catalog and Discover and Classify to extend data protection for sensitive data, such as PII, protected health information (PHI), intellectual property (IP), and others
 - Vulnerability assessment integration with ServiceNow to manage remediation programs more efficiently
- Scales data protection for database services delivered in the cloud or in containerized workloads
 - Support for data activity monitoring using Guardium Universal Connector plugins for database services, Amazon Web Services, Microsoft Azure, Google Cloud, and for data sources that are on-premises or deployed in the cloud as Infrastructure as a Service (IaaS)
 - External S-TAP enhancements that include its certification for IBM Cloud Pak^(R) for Data 4.x
- Supports new data sources with data protection capabilities:
 - SSL support with S-TAP for SAP HANA and EXIT-based monitoring support for MySQL and IBM Netezza^(R)
 - New certification and support for provisioned data sources as part of Cloud Pak for Data 4.0.8
 - New vulnerability assessment support for data sources, including Snowflake and MariaDB
 - SSL support for vulnerability assessment for SAP HANA, IBM Informix^(R), SAP IQ, and Oracle Wallet
 - Improved vulnerability assessment scanning tests for Oracle Database 21c and Couchbase Server 7.0
 - New entitlement reporting support for data sources, including Snowflake, MariaDB, and Amazon Redshift
 - Currency support for Teradata17.10, SAP HANA 2.0 SPS 6, MySQL 8.0.28, CouchDB 3.2, Greenplum 6.19.1, and Couchbase 7.0.2
- Enhancements to increase usability:
 - Share and collaborate Security Guardium Report Dashboards with roles on your security team
 - Support for easy-to-read reports delivered as part of threshold alerts
 - Manage data classification programs at scale with the ability to schedule and run classification scans with improved reports and views in GUI for classification results comparison and reconciliation
 - Reduce time to analyze auto-discovery results and enforce protection for Oracle RAC databases

Key requirements

Security Guardium Insights 3.2:

- Workstation with a supported operating system
- Supported web browser

Security Guardium Data Protection 11.5:

- Security Guardium solution consists of a modular software suite that is built on a hardened Linux^(R) kernel and deployed as a series of preconfigured hardware and software appliances.

For detailed requirements information, see the [Software requirements](#) section.

Planned availability date

- September 16, 2022

Availability within a country is subject to local legal requirements.

See the [Availability of national languages](#) section for national language availability.

Reference information

For more information about IBM Security Guardium Package, see Software announcement [AP22-0101](#), dated June 21, 2022.

For more information about IBM Security Guardium, see Software Announcement [AP21-0335](#), dated September 14, 2021.

For more information about IBM Security Guardium Insights, see Software Announcement [AP21-0406](#), dated December 7, 2021.

For more information about IBM Cloud Pak for Security, see Software Announcement [AP22-0101](#), dated June 21, 2022.

Availability of national languages

The user interface for Security Guardium is available in Simplified Chinese, Traditional Chinese, Japanese, German, French, Spanish, Polish, Korean, and Italian.

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

Program number

Program number	VRM	Program name
5737-L66	3.2	IBM Security Guardium Insights
5737-H30	11.5	IBM Security Guardium Data Protection for NAS
5737-H31	11.5	IBM Security Guardium Data Protection for SharePoint
5725-V56	11.5	IBM Security Guardium for Files
5737-M13	11.5	IBM Security Guardium Appliances
5725-I12	11.5	IBM Security Guardium Data Security and Compliance

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on the [IBM Skills Gateway](#) website.

Contact your IBM representative for course information.

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)}/Passport Advantage Express Overview](#) website.

Publications

No publications are shipped with these programs.

Security Guardium documentation is published in [IBM Documentation](#).

Services

IBM Systems Lab Services

Systems Lab Services offers infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, Systems Lab Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business. Systems Lab Services consultants can perform infrastructure services for clients online or onsite, offering deep technical expertise, valuable tools, and successful methodologies. Systems Lab Services is designed to help clients solve business challenges, gain new skills, and apply best practices.

Systems Lab Services offers a wide range of infrastructure services for IBM Power^(R) servers, IBM Storage systems, IBM Z^(R), and IBM LinuxONE. Systems Lab Services has a global presence and can deploy experienced consultants online or onsite around the world.

For assistance, contact Systems Lab Services at ibmsls@us.ibm.com.

To learn more, see the [IBM Systems Lab Services](#) website.

IBM ConsultingTM

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research^(R) and IBM Watson AI, IBM Consulting enables businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the [IBM Consulting](#) website.

IBM Technology Support Services (TSS)

Get preventive maintenance, onsite and remote support, and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client's environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data center and hybrid cloud environment.

For details on available services, see the [Technology support for hybrid cloud environments](#) website.

IBM Expert Labs

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the [IBM Expert Labs](#) website.

IBM Security Expert Labs

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Security Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak for Security, IBM Security QRadar^(R)/QRoC, IBM Security SOAR/Resilient^(R), IBM i2, IBM Security Verify, IBM Security Guardium, and IBM Security MaaS360^(R).

For more information, contact Security Expert Labs at sel@us.ibm.com.

For additional information, see the [IBM Security Expert Labs](#) website.

Technical information

Specified operating environment

Hardware requirements

For information about Security Guardium hardware requirements, see the Software requirements section.

Security Guardium Data Protection continues to support Oracle Exadata as a monitored data source, including installation of Security Guardium agents on the database nodes of the Exadata appliances.

Software requirements

For information about software and system requirements for Security Guardium products, see the [IBM Guardium System Requirements and Supported Platforms](#) web page.

Such information is provided subject to the following terms. 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, misappropriated, or misused, or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service, or security measure can be completely effective in preventing improper use or access. IBM systems, products, and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

IBM Support

[IBM Support](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills. Learn and stay informed about the transformation of IBM Support, including new tools, new processes, and new capabilities, by going to the [IBM Support Insider](#).

Additional IBM support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering for Systems at sysgarage@ibm.com.

Planning information

Packaging

These offerings are delivered through the internet. There is no physical media.

Security, auditability, and control

Security Guardium products are installed as a hardened Linux appliance (physical or virtual). The appliance includes various security, audit, and compliance functions to help ensure the availability of the solution, confidentiality of the data stored on the appliance, and accountability for any configuration changes.

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

Ordering information

For ordering information, consult your IBM representative IBM Business Partner, or see the [Passport Advantage/Passport Advantage Express Overview](#) web page.

These programs are available only through Passport Advantage.

These programs may only be sold directly by IBM or by IBM authorized Business Partners.

To locate an IBM Business Partners in your geography, see the [IBM Business Partner Directory](#) website.

Passport Advantage

For ordering information about IBM Security Guardium Package, see Software announcement [AP22-0101](#), dated June 21, 2022.

Charge metric

The charge metrics for these licensed products can be found in the following License Information documents:

Program identifier	License Information document title	License Information document number
5737-H30	IBM Security Guardium Data Protection for NAS	L-TESX-CF9TJQ
5737-H31	IBM Security Guardium Data Protection for SharePoint	L-TESX-CF9TKK
5725-V56	IBM Security Guardium Standard Activity Monitor for Files	L-TESX-CF9THJ
5725-V56	IBM Security Guardium Advanced Activity Monitor for Files	L-TESX-CFNT2P
5725-V56	IBM Security Guardium Data Protection for Files	L-TESX-CFNT54
5737-M13	IBM Security Guardium Collector x2364 Appliance	L-TESX-CFNT83
5737-M13	IBM Security Guardium Collector x3264 Appliance	L-TESX-CFNT83
5737-M13	IBM Security Guardium Aggregator x2364 Appliance	L-TESX-CFNTBN
5737-M13	IBM Security Guardium Aggregator x3264 Appliance	L-TESX-CFNTBN
5725-I12	IBM Security Guardium Collector Software Appliance	L-TESX-CF9TDL
5725-I12	IBM Security Guardium Aggregator Software Appliance	L-TESX-CFNTLG
5725-I12	IBM Security Guardium Data Protection for SAP HANA	L-TESX-CFNTNL
5725-I12	IBM Security Guardium Data Protection for Database Services	L-TESX-CFNTQS
5725-I12	IBM Security Guardium Standard Activity Monitor for Databases	L-TESX-CFNTSX
5725-I12	IBM Security Guardium Advanced Activity Monitor for Databases	L-TESX-CFNTUF

Program identifier	License Information document title	License Information document number
5725-I12	IBM Security Guardium Standard Activity Monitor for z/OS ^(R)	L-TEXX-CFNTW5
5725-I12	IBM Security Guardium Central Management and Aggregation Pack	L-TEXX-CFNPX
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for z/OS	L-TEXX-CFNTY4
5725-I12	IBM Security Guardium Advanced Activity Monitor for z/OS	L-TEXX-CFNTZM
5725-I12	IBM Security Guardium Standard Activity Monitor for Big Data	L-TEXX-CFNU34
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Big Data	L-TEXX-CFNU4J
5725-I12	IBM Security Guardium Advanced Activity Monitor for Big Data	L-TEXX-CFNU5Z
5725-I12	IBM Security Guardium Advanced Activity Monitor for Data Warehouses	L-TEXX-CFNU78
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Data Warehouses	L-TEXX-CFNU8V
5725-I12	IBM Security Guardium Vulnerability Assessment for Databases	L-TEXX-CFNUAA
5725-I12	IBM Security Guardium Standard Activity Monitor for Data Warehouses	L-TEXX-CFNUBV
5725-I12	IBM Security Guardium Data Protection for Databases	L-TEXX-CFNUD8
5725-I12	IBM Security Guardium Data Protection for Data Warehouses	L-TEXX-CFNUAQ
5725-I12	IBM Security Guardium Data Protection for Big Data	L-TEXX-CFNUG8
5725-I12	IBM Security Guardium Data Protection for z/OS	L-TEXX-CFNUHZ
5737-L66	IBM Security Guardium Insights 3.2	L-TEXX-CF9NUW
5737-L66	IBM Security Guardium Insights for Guardium Data Protection for z/OS 3.2	L-TEXX-CF9NVW
5737-L66	IBM Security Guardium Insights for IBM Cloud Pak for Security 3.2	L-TEXX-CF9NWS

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

This product is only available through Passport Advantage.

Licensing

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).

Software Maintenance

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

License Information number

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5725-I12	IBM Security Guardium Data Protection for Database Services	L-TEXX-CFNTQS
5725-I12	IBM Security Guardium Standard Activity Monitor for Databases	L-TEXX-CFNTSX
5725-I12	IBM Security Guardium Advanced Activity Monitor for Databases	L-TEXX-CFNTUF
5725-I12	IBM Security Guardium Standard Activity Monitor for z/OS	L-TEXX-CFNTW5
5725-I12	IBM Security Guardium Central Management and Aggregation Pack	L-TEXX-CFNPKX
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for z/OS	L-TEXX-CFNXY4
5725-I12	IBM Security Guardium Advanced Activity Monitor for z/OS	L-TEXX-CFNTZM
5725-I12	IBM Security Guardium Standard Activity Monitor for Big Data	L-TEXX-CFNU34
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Big Data	L-TEXX-CFNU4J
5725-I12	IBM Security Guardium Advanced Activity Monitor for Big Data	L-TEXX-CFNU5Z
5725-I12	IBM Security Guardium Advanced Activity Monitor for Data Warehouses	L-TEXX-CFNU78
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Data Warehouses	L-TEXX-CFNU8V
5725-I12	IBM Security Guardium Vulnerability Assessment for Databases	L-TEXX-CFNUAA
5725-I12	IBM Security Guardium Standard Activity Monitor for Data Warehouses	L-TEXX-CFNUBV
5725-I12	IBM Security Guardium Data Protection for Databases	L-TEXX-CFNUD8
5725-I12	IBM Security Guardium Data Protection for Data Warehouses	L-TEXX-CFNUEQ
5725-I12	IBM Security Guardium Data Protection for Big Data	L-TEXX-CFNUG8
5725-I12	IBM Security Guardium Data Protection for z/OS	L-TEXX-CFNUHZ
5737-L66	IBM Security Guardium Insights 3.2	L-TEXX-CF9NUW

Program identifier	License Information document title	License Information document number
5737-L66	IBM Security Guardium Insights for Guardium Data Protection for z/OS 3.2	L-TESX-CF9NVW
5737-L66	IBM Security Guardium Insights for IBM Cloud Pak for Security 3.2	L-TESX-CF9NWS

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

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, see the [IBM Support Guide](#).

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program technical support

Continuous Delivery (CD) support

Technical support of a program version or release will be available for a minimum of two years from the planned availability date, as long as your Software Subscription and Support is in effect.

This technical support allows you to obtain assistance (by telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support also provides you with access to versions, releases, and updates (CD releases of the program). There are no Long Term Support Releases defined for any IBM Security Guardium software offerings.

You will be notified, through an announcement letter, of discontinuance of support with 12 months' notice.

If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

For additional information about the CD support lifecycle policy, see the [IBM Continuous Delivery Support Lifecycle Policy](#) web page.

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 (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

Yes. Information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Software Subscription and Support applies

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

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

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the [IBM Support Guide](#). Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the [IBM Support Guide](#).

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the [Passport Advantage and Passport Advantage Express](#) website.

Variable charges apply

No

Educational allowance available

Not applicable

Statement of good security practices

IT system security involves protecting systems and information through intrusion 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 regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

For all local charges, contact your local IBM representative or IBM Business Partner.

Business Partner information

If you are an IBM Business Partner acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the [Passport Advantage Online for IBM Resellers](#) web page or [Sell IBM products and services](#) website.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or IBM Business Partner. Additional information is also available on the [Passport Advantage/Passport Advantage Express Overview](#) website.

IBM Global Financing

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

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government clients. Rates are based on a client's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Regional availability

Australia, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, People's Republic of China, Christmas Island, Cocos (Keeling) Islands, Cook Islands, Fiji, Heard Island and McDonald Islands, Hong Kong, India, Indonesia, Kiribati, Republic of Korea, Lao People's Democratic Republic, Macao, Malaysia, Maldives, Mongolia, Myanmar, Nauru, Nepal, New Zealand, Niue, Norfolk Island, Papua New Guinea, Philippines, Samoa, Singapore, Solomon Islands, Sri Lanka, Taiwan, Thailand, Timor-Leste, Tokelau, Tonga, Tuvalu, and Socialist Republic of Viet Nam

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