

IBM Content Manager OnDemand for Multiplatforms V10.5 provides new REST Services APIs, broadens support for object storage, enables use of external key store for centralized management of encryption keys, and provides several usability enhancements

Table of contents

1 Overview	7 Publications
2 Key requirements	7 Technical information
2 Planned availability date	8 Ordering information
2 Description	13 Terms and conditions
6 Statement of general direction	15 Prices
6 Program number	16 Order now

At a glance

IBM[®] Content Manager OnDemand for Multiplatforms V10.5 includes the following new capabilities and functional enhancements:

- REST Services APIs
- Support for Azure object storage
- Management of content encryption keys in external key management server
- Support for immutable object storage for IBM Cloud[™] Object Storage and Hitachi Content Platform
- HTML5 line data viewer with graphical annotation
- Single sign-on support for IBM Content Navigator
- Lightweight Directory Access Protocol (LDAP) sync tool to synchronize users and group definitions from directory servers

Overview

IBM Content Manager OnDemand for Multiplatforms V10.5 is a high-performance solution for managing electronic report capture and distribution and providing customer self-service bill presentment. It incorporates features that are designed to help companies gain potentially significant return on investment by transforming costly high-volume print output into electronic information capture in support of customer service.

Content Manager OnDemand for Multiplatforms V10.5 includes the following key enhancements:

- REST Services APIs. Content Manager OnDemand for Multiplatforms now includes REST Services APIs along with regular Java APIs (OnDemand Web Enablement Kit). REST Services APIs offer a simplified interface for integrating enterprise applications that need to interface with Content Manager OnDemand by using HTTP-based stateless protocol.
- Management of content encryption keys in external management server that is compliant with OASIS Key Management Interoperability Protocol (KMIP). For improved security and centralized management of encryption

keys, enterprises typically use a key management server. Content Manager OnDemand for Multiplatforms now supports KMIP. Content Manager OnDemand for Multiplatforms can be configured with IBM Security Key Lifecycle Manager.

- Azure object storage. Content Manager OnDemand for Multiplatforms supports object storage from multiple vendors such as IBM Cloud Object Storage, Amazon AWS S3, and Hitachi Content Platform. The choice of object storage is further expanded with support for Azure object storage.
- Immutable object storage with IBM Cloud Object Storage and Hitachi Content Platform. Content Manager OnDemand for Multiplatforms helps preserve your content and uses write once read many (WORM) configuration of IBM Cloud Object Storage or Hitachi Content Platform to protect data against deletion or modifications until the end of a specified retention period.
- HTML5 line data viewer with graphical annotation. With the deprecation of applet-based technologies, a modern HTML5-based line data viewer with graphical annotation capability is available for use with IBM Content Navigator to view and annotate line data content in Content Manager OnDemand for Multiplatforms.
- Single sign-on for IBM Content Navigator. When IBM Content Navigator is configured for use with Content Manager OnDemand for Multiplatforms, single sign-on capability can be enabled.
- LDAP sync tool is included to help automate the synchronization of changes in users and groups definitions in corporate directory servers into Content Manager OnDemand for Multiplatforms.

Key requirements

For details, see the [Technical Information](#) section.

Planned availability date

March 13, 2020

Description

IBM Content Manager OnDemand for Multiplatforms V10.5 is optimized for efficiently indexing, storing and managing very large volumes of static content, including correspondence that has been electronically sent or posted to clients, and reports that are used to conduct business activity or convey business performance. It provides quick, efficient access to critical documents and helps organizations with the following benefits.

Move beyond traditional enterprise report management

Content Manager OnDemand helps organizations move beyond traditional enterprise report management solutions by providing high-volume capture of computer output, and flexible search and retrieval options with multiple solutions for web browsers and desktop environments.

Content Manager OnDemand incorporates automated and optimized storage management with advanced data compression to serve as a platform for implementing electronic bill presentment and payment solutions. In addition to excellent scalability and performance, it provides extensive platform support, including IBM AIX^(R), IBM i, IBM z/OS^(R), Microsoft Windows, Linux^(R), and Linux for IBM Z^(R). IBM Content Manager OnDemand on Cloud is also available for clients that want to deploy on cloud. In addition, hybrid deployments are now possible whereby custom solutions that are built for Content Manager OnDemand (such as client-facing portals or eStatement Presentment Solutions) can run on customer premises and all of the content can be stored in cloud object storage (such as IBM Cloud Object Storage, Amazon AWS S3, Hitachi Content Platform, or Azure object storage). When configured with IBM Cloud Object Storage or Hitachi Content

Platform, Content Manager OnDemand for Multiplatforms can use the storage level WORM capability for building solutions that require storage level content protection against deletion or modification of content until the expiration of the retention period.

Improve performance of enterprise applications with archival of historical data

Over time, performance of many enterprise applications becomes sluggish as the data managed by those applications continues to grow month after month, year after year. By archiving historical data from those applications and storing such information in Content Manager OnDemand (which excels at managing extreme high volumes of data), users can improve performance of their enterprise applications and continue to have the historical data available in Content Manager OnDemand.

Make enterprise applications content aware

With the availability of REST Services APIs, in addition to traditional Java APIs, users can build content services that can be consumed in other enterprise applications. Similar to the process of accessing information in Content Manager OnDemand by using included IBM Content Navigator or through custom applications, enterprise applications can access information in Content Manager OnDemand by using REST Services APIs.

Make content available to those who need it, when they need it

Content Manager OnDemand Web Enablement Kit helps users access data through an industry-standard web browser. Users can search through archived folders and applications and select documents or sections of reports for browser viewing. The toolkit can also run on a web server and uses standard Content Manager OnDemand interfaces for accessing data that is stored on a Content Manager OnDemand server.

IBM Content Navigator is included as a nonchargeable component. Designed to be easy to use, it provides a highly interactive, customizable, and rapidly deployable web platform that enables users to access, manage, and work with enterprise content directly from most devices, including smartphones and tablets. Users can quickly retrieve reports and statements, check images, and get other computer-generated output. Well suited for both local and remote users, this intuitive client application offers many features, including:

- Customizable interfaces (or skins)
- Search across multiple repositories (Content Manager OnDemand, Content Manager, FileNet[®] Content Manager)
- Multiple document window views from a single viewer framework
- Browse, search, and work features for portal environments
- Capability to print search result lists from the server

Locate content quickly and efficiently

Content Manager OnDemand enables users to access and use content quickly and efficiently. It quickly transforms and displays documents on the screen with the same fidelity as if they were printed. Search and navigation features enable users to quickly retrieve information and easily maneuver within multipage documents.

Content Manager OnDemand works with commercially available off-the-shelf transform software to provide content transformation and accessibility capabilities to convert stored documents into viewable formats. For example, you can transform an IBM Advanced Function Presentation data stream into Adobe[™] PDF for general distribution and viewing. You can preserve the document's original integrity while quickly and efficiently providing information to the parties who need it in a format that they want.

The optional IBM Content Manager OnDemand Distribution Facility feature provides report distribution capabilities across all platforms. It enables the user to distribute

groups of reports to multiple users. Through the included graphical interface, users can monitor tasks such as adding report bundles and system statistics.

Content Manager OnDemand provides various indexers to extract and index content of different data types:

- The Generic indexer can be used to specify index data for any type of input file that you want to store in the system, although a format-specific indexer (if one is available) is typically used for this function.
- AFP Conversion and Indexing Facility (ACIF) can be used for Advanced Function Printing (AFP) data and line data. AFP Conversion and Indexing Facility (ACIF) is a powerful tool for indexing the print data streams of IBM z/OS application programs, unformatted ASCII data, and ASCII data containing printer control characters that are generated on UNIX or Microsoft Windows workstations. AFP Conversion and Indexing Facility indexes reports based on the organization of the data in the report. You can optionally convert line data print streams into AFP data.
- The optional PDF indexer feature can be used to extract index data and create PDF resource files for Adobe PDF files that you want to store in Content Manager OnDemand.
- XML indexing provides the capability to load and index XML documents into the Content Manager OnDemand repository. This capability helps improve scalability by potentially reducing the storage costs of XML indexes and supporting faster indexing of large XML data workloads. XML documents can also be reformatted to meet accessibility needs.
- The 390 indexer is available on all platforms and can be used to capture any data type. Native support exists for line data and AFP data. Other data types, such as PDF and TIFF images, can be captured by using the Anystore Exit. This provides a method to capture documents of most types and sizes into Content Manager OnDemand.

Full-Text Search is an optional feature for quickly and efficiently finding content that is not easily identified by regular indexes. Full-Text Search automatically creates an optimal index of all the words within a document and helps enable rapid search and retrieval against that index. This feature works with Content Navigator and customer-written applications.

Store content in a security-rich environment

The security of IT infrastructure is paramount. It is critical to safeguard data stored in Content Manager OnDemand from unauthorized access. Any content being stored can be automatically encrypted in storage, regardless of the type of storage management software that is being used. Content Manager OnDemand uses AES-256 encryption to encrypt the content. Beyond encryption of content, it is possible to encrypt the metadata stored in a Db2^(R) database server by using Db2 native encryption facility. With Content Manager OnDemand for Multiplatforms V10.5, encryption keys can be configured to store in a centralized key store that supports KMIP, for example, IBM Security Key Lifecycle Manager.

Leverage federated records management and enhanced document retention capabilities

Federated records management is an optional Content Manager OnDemand capability that requires a separate license of IBM Enterprise Records software. With this option, users can manage the lifecycle of various types of documents that need to be retained for compliance with regulatory requirements. Content Manager OnDemand leverages IBM Enterprise Records software to help you transform volumes of report-oriented data into federated records. You can categorize checks, statements, invoices, and reports as records and manage them efficiently from within Enterprise Records software. This process helps streamline records and compliance management and can offer several potential benefits:

- Reduce risk exposure. By bringing sensitive records-class content under the control of a single records management engine, your organization can manage

archival and retention requirements, which potentially helps lower your exposure to risk.

- Lower discovery and litigation costs. Records administrators can perform a single search across multiple systems, including Content Manager OnDemand, and then identify relevant records and hold or suspend normal disposition schedules until litigation is resolved.
- Lower records administration costs. You can streamline the process of managing records stored in Content Manager OnDemand and other systems from a single records administrator console that provides a centralized file plan along with reporting, hold, suspension, audit, and disposition capabilities.

Enhanced Retention Management is an optional Content Manager OnDemand feature for managing the lifecycle of various types of documents that are not necessarily needed for compliance with regulatory requirements but have business value and need to be retained for a finite period. Enhanced Retention Management helps provide a simplified mechanism to control the lifecycle of the content, and the capability to lock down individual documents within a report to prevent expiration at the document level.

You may use both federated records management and Enhanced Retention Management. Federated records management is used for content to be retained for compliance with regulatory requirements and provides auditability and legal hold capabilities. Enhanced Retention Management helps you manage retention of content that is needed by businesses and is also required to be under retention control, but without the expense of compliance with regulatory requirements.

Help improve productivity and reduce costs

Paper-based record keeping can quickly become inefficient. Consider an organization that mails bills to its customers and then has its staff file hard copies in traditional filing cabinets. As the organization grows, it might need several rooms to house these paper-based records. When a question or problem arises, someone must search for a hard copy of the bill or letter of complaint through hundreds, possibly even thousands, of client billing records; a process that could take days, depending on the size of the customer base.

Content Manager OnDemand helps you overcome these issues by helping to enable fast, indexed access to transactions and reports. Distributing data electronically can drastically reduce the time to find the pertinent information, possibly from days to minutes. You can integrate Content Manager OnDemand with analytics and report-mining tools to learn more about your business, thereby increasing the value of the archived content over time. You can also help control the costs associated with printing documents, maintaining a staff to manage the paper load, and holding office and storage space for physical records.

Help improve customer service

Paper-based processes can also impair relationships with customers. Without a reliable web presence, an organization must process a higher volume in its call center, often because its customers cannot find what they are looking for, even if it is available online. When a customer calls to ask questions or report problems, customer service representatives are unable to handle requests in real time because they cannot immediately access the paper bill to which the customer is referring. Poor access to information leads to additional customer callbacks and greatly diminishes the organization's ability to serve its customers, which can significantly affect the profit margin.

Content Manager OnDemand helps organizations develop an enterprise archival and retrieval system that delivers self-service access to computer-generated bills, statements, invoices, and other documents. Customer service representatives can help resolve customer billing inquiries about invoices and statements during the initial call, helping to reduce the number of callbacks. Self-service capabilities and online access to account information help enable customers to answer their own questions, reducing call-center volume, and potentially decreasing customer service costs.

IBM Content Navigator V3.0.7

Content Navigator V3.0.7 is included as a nonchargeable bundled component of Content Manager OnDemand. Content Navigator is the unified content experience platform that spans mobile, web, and desktop form factors. It includes features that are designed to make it easy to create, share, manage, and collaborate on content in IBM Content offerings, key partner solutions, and even third-party content repositories. Content Navigator is a modern, open-standards-based platform to build custom content aware applications. It is an effective way for business partners and clients to simplify and accelerate development of custom user experiences on mobile, web, and desktop.

Section 508 of the US Rehabilitation Act

IBM Content Manager OnDemand for Multiplatforms V10.5 is capable as of March 13, 2020, when used in accordance with associated IBM documentation, of satisfying the applicable standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, provided that any assistive technology used with the product properly interoperates with it. An Accessibility Conformance Statement can be requested on the [Product accessibility information](#) website.

Statement of general direction

Deprecation and removal of function

The following features are present and supported in Content Manager OnDemand for Multiplatforms V10.5. These features may be removed in a future release:

- Java line data viewer
- CD-ROM mastering
- AFP Viewer Browser plug-in

Program number

Program number	VRM	Program name
5724-J33	10.5	IBM Content Manager OnDemand for Multiplatforms

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 Training and Skills](#) website.

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

Offering Information

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

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

Publications

Publications for this product will be available on the general availability date, and can be found in [IBM Knowledge Center](#).

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of the lab-based software services team and the business consulting, project management, and infrastructure expertise of the IBM Global Services team. Also, IBM extends the reach of IBM Software Services through IBM Business Partners to provide an extensive portfolio of capabilities. IBM provides the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Hardware requirements

The exact configuration you need to support your environment with satisfactory response time will vary, depending on the size of the documents and other factors. Individual display response times vary depending on workstation speed, memory, size of objects, and network and server workload.

The most current and complete information about hardware requirements for the IBM Content Manager OnDemand portfolio will be available on the availability date, and can be found at the [IBM Support](#) website, and search for IBM Content Manager OnDemand for Multiplatforms.

Software requirements

Software requirements for IBM Content Manager OnDemand for Multiplatforms V10.5 will be available at general availability, and can be found at the [IBM Support](#) website, and search for IBM Content Manager OnDemand for Multiplatforms.

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](#).

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, which will be presented for

acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Direct client support

For technical support or assistance, contact your IBM representative or go to the [IBM Support](#) website.

Security, auditability, and control

IBM Content Manager OnDemand for Multiplatforms V10.5 uses the security and auditability features of the host software.

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 or IBM Business Partner, or go to the [Passport Advantage](#) website.

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

Passport Advantage

Licensing Content Manager OnDemand for Multiplatforms V10.5

There is no change in licensing of Content Manager OnDemand for Multiplatforms from V10.1 to V10.5.

Licensing of Content Manager OnDemand for Multiplatforms requires the following:

- User Licenses
- Licenses for optional features of Content Manager OnDemand for Multiplatforms

User Licenses

User licenses are required for all users who are granted access to Content Manager OnDemand for Multiplatforms (Program). For licensing purposes, there are two types of users: Internal Users and External Users.

Licensing for Internal Users: Internal Users licensing is based on Authorized Users. An Authorized User is a unique person example, employee, agent or contractor or anyone, working for or on behalf of company, who is given access to the Program in any manner directly or indirectly (for example via a multiplexing program, device or application server) through any means. See License Information Document for Content Manager OnDemand for Multiplatforms V10.5 for more details about Program licensing terms.

The following parts may be used for licensing Authorized Users. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Authorized User Value Unit License + SW Subscription & Support 12 Months	D07B0LL
IBM Content Manager OnDemand Authorized User Value Unit Annual SW Subscription & Support Renewal	E066NLL
IBM Content Manager OnDemand Authorized User Value Unit SW	D07B1LL

Part description	Part number
Subscription & Support Reinstatement 12 Months	
IBM Content Manager OnDemand Authorized User Value Unit from Competitor Competitive Trade Up License + SW S&S 12 Months	D0IQTLL
IBM Content Manager OnDemand Authorized User Value Unit from Content Manager OnDemand for i Authorized User Trade Up License + SW Subscription & Support 12 Months	D0CRELL
IBM Content Manager OnDemand Authorized User Value Unit from IBM FileNet ^(R) Report Manager Authorized UVU Trade Up License + SW Subscription & Support 12 Months	D0CRDLL

Licensing for External Users: External Users are those users who are not employees, or agents or contractors or anyone working for or on behalf of company. Example of such External Users are customers of company, suppliers of company, and so on, who are given access to the Program in any manner directly or indirectly via an application server, and so on. See License Information Document for Content Manager OnDemand for Multiplatforms V10.5 for more details about Program licensing terms.

The following parts may be used for Eligible Participants licensing for external users of the company. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Eligible Participant Resource Value Unit Annual SW Subscription & Support Renewal	E0GXULL
IBM Content Manager OnDemand Eligible Participant Resource Value Unit License + SW Subscription & Support 12 Months	D0YJ1LL
IBM Content Manager OnDemand Eligible Participant Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0YJ2LL
IBM Content Manager OnDemand Eligible Participant Resource Value Unit from Competitor Trade Up License + SW Subscription & Support 12 Months	D0Z12LL
IBM Content Manager OnDemand Eligible Participant Resource Value Unit from IBM FileNet Report Manager Trade Up License + SW Subscription & Support 12 Months	D0Z11LL

Note: The following part numbers are typically used for Authorized User licensing for Content Manager OnDemand for z/OS^(R). Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Authorized Linux ^(R) on System z ^(R) User Value Unit License + SW Subscription & Support 12 Months	D09X4LL
IBM Content Manager OnDemand Authorized Linux on System z User Value Unit Annual SW Subscription & Support Renewal	E07BELL
IBM Content Manager OnDemand Authorized Linux on System z User Value Unit SW Subscription & Support Reinstatement 12 Months	D09X5LL

Part description	Part number
IBM Content Manager OnDemand Authorized Linux on System z User Value Unit from Competitor Competitive Trade Up License + SW S&S 12 Months	D0IQMLL
IBM Content Manager OnDemand Authorized Linux on System z User Value Unit from Content Manager OnDemand for i Authorized User Trade Up License + SW Subscription & Support 12 Months	D0CZJLL

Note: The following part numbers are typically used for Eligible Participant licensing for Content Manager OnDemand for z/OS. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Eligible Participant Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal	E0H6VLL
IBM Content Manager OnDemand Eligible Participant Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	D0YWYLL
IBM Content Manager OnDemand Eligible Participant Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0YWZLL
IBM Content Manager OnDemand Eligible Participant Linux on System z Resource Value Unit from Competitor Trade Up License + SW Subscription & Support 12 Months	D0Z13LL

Licensing Optional Features of Content Manager OnDemand for Multiplatforms

Following features of Content Manager OnDemand for Multiplatforms require separate licenses

- OnDemand Distribution Facility
- PDF Indexer
- Enhanced Retention Management
- Full Text Search

See License Information Document for Content Manager OnDemand for Multiplatforms V10.5 for more details about Program licensing terms.

Following are the parts for licensing OnDemand Distribution Facility. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Report Distribution Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	E01ZNLL
IBM Content Manager OnDemand Report Distribution Processor Value Unit (PVU) License + SW Subscription & Support 12 Months	D55HJLL
IBM Content Manager OnDemand Report Distribution Processor Value Unit (PVU) SW Subscription & Support Reinstatement 12 Months	D55HKLL

Following are the parts for licensing PDF Indexer. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand PDF Indexer Multiplatforms Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	E01ZMLL
IBM Content Manager OnDemand PDF Indexer Multiplatforms Processor Value Unit (PVU) License + SW Subscription & Support 12 Months	D55HHLL
IBM Content Manager OnDemand PDF Indexer Multiplatforms Processor Value Unit (PVU) SW Subscription & Support Reinstatement 12 Months	D55HILL
IBM Content Manager OnDemand PDF Indexer Processor Value Unit (PVU) from Competitor Competitive Trade Up License + SW S&S 12 Months	D0IQRLL

Following are the parts for licensing Enhanced Retention Management. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Enhanced Retention Management Linux on System z Processor Value Unit (PVU) from Competitor Competitive Trade Up License + SW S&S 12 Months	D0IQQLL
IBM Content Manager OnDemand Enhanced Retention Management Multiplatforms Linux on System z Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	E07AGLL
IBM Content Manager OnDemand Enhanced Retention Management Multiplatforms Linux on System z Processor Value Unit (PVU) License + SW Subscription & Support 12 Months	D09V7LL
IBM Content Manager OnDemand Enhanced Retention Management Multiplatforms Linux on System z Processor Value Unit (PVU) SW Subscription & Support Reinstatement 12 Months	D09V6LL
IBM Content Manager OnDemand Enhanced Retention Management Multiplatforms Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	E066RLL
IBM Content Manager OnDemand Enhanced Retention Management Multiplatforms Processor Value Unit (PVU) License + SW Subscription & Support 12 Months	D07B6LL
IBM Content Manager OnDemand Enhanced Retention Management Multiplatforms Processor Value Unit (PVU) SW Subscription & Support Reinstatement 12 Months	D07B7LL
IBM Content Manager OnDemand Enhanced Retention Management Processor Value Unit (PVU) from Competitor Competitive Trade Up License + SW S&S 12 Months	D0IQLLL

Following are the parts for licensing Full Text Search. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Full Text Search Processor Value Unit Annual SW Subscription & Support Renewal	E0ED5LL
IBM Content Manager OnDemand Full Text Search Processor Value Unit License + SW Subscription & Support 12 Months	D0S88LL
IBM Content Manager OnDemand Full Text Search Processor Value Unit SW Subscription & Support Reinstatement 12 Months	D0S89LL
IBM Content Manager OnDemand Full Text Search for Linux on System z Processor Value Unit Annual SW Subscription & Support Renewal	E0ED6LL
IBM Content Manager OnDemand Full Text Search for Linux on System z Processor Value Unit License + SW Subscription & Support 12 Months	D0S8ALL
IBM Content Manager OnDemand Full Text Search for Linux on System z Processor Value Unit SW Subscription & Support Reinstatement 12 Months	D0S8BLL

As an alternative to licensing above features of Content Manager OnDemand individually, one may obtain license for "Premium Feature Pack" which includes license to all of the features (OnDemand Distribution Facility, PDF Indexer, Enhanced Retention Management, and Full Text Search).

Note: Premium Feature Pack is licensed on per install basis which requires single install license for each deployment of Content Manager OnDemand for Multiplatforms. For example, if there are 2 development instances, 1 pre-production instance and 1 production instance of Content Manager OnDemand for Multiplatforms, then a total of 4 install licenses will be needed for Premium Feature Pack licensing. See License Information Document for Content Manager OnDemand for Multiplatforms V10.5 for more details about Program licensing terms.

Following are the parts for licensing Premium Feature Pack. Parts are included for annual software subscription and support and reinstatement of software subscription and support.

Part description	Part number
IBM Content Manager OnDemand Premium Feature Pack for Linux on z Systems ^(R) per Install Annual SW Subscription & Support Renewal	E0NI8LL
IBM Content Manager OnDemand Premium Feature Pack for Linux on z Systems per Install License + SW Subscription & Support 12 Months	D1SLYLL
IBM Content Manager OnDemand Premium Feature Pack for Linux on z Systems per Install SW Subscription & Support Reinstatement 12 Months	D1SM0LL
IBM Content Manager OnDemand Premium Feature Pack for Multiplatforms per Install Annual SW Subscription & Support Renewal	E0NI7LL
IBM Content Manager OnDemand Premium Feature Pack for Multiplatforms per Install License + SW Subscription & Support 12 Months	D1SLXLL

Part description	Part number
IBM Content Manager OnDemand Premium Feature Pack for Multiplatforms per Install SW Subscription & Support Reinstatement 12 Months	D1SLZLL

Charge metric

The charge metrics for this licensed product can be found in the following License Information document:

Program identifier	License Information document title	License Information document number
5724-J33	IBM Content Manager OnDemand for Multiplatforms V10.5	L-NITH-BKPA5J

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.

Software Maintenance

Licenses under the IBM International Program License Agreement (IPLA) 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 can be extended by the purchase of a renewal option, if available. Two charges apply: a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

The following License Information document applies to the offering in this announcement:

Program identifier	License Information document title	License Information document number
5724-J33	IBM Content Manager OnDemand for Multiplatforms V10.5	L-NITH-BKPA5J

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 about 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 support

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

Money-back guarantee

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

For clarification, note that (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.

IBM Operational Support Services - SoftwareXcel

No

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 additional information and current prices, 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 [IBM Passport Advantage](#) or [IBM PartnerWorld^{\(R\)}](#) website.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) 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 Global 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.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, can help accelerate implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified clients.

Order now

To order, contact the IBM Digital Sales Center, your local IBM representative, or your IBM Business Partner. To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968). For more information, contact the IBM Digital Sales Center.

Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: askibm@ca.ibm.com

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

IBM Digital Sales Offices
1177 S Belt Line Rd
Coppell, TX 75019-4642, US

The IBM Digital Sales Center, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

Note: Shipments will begin after the planned availability date.

Trademarks

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

IBM, PartnerWorld, Passport Advantage, Express, AIX, z/OS, IBM Z, FileNet, Db2, System z and z Systems are registered trademarks of IBM Corporation in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Adobe is a trademark of Adobe Systems Incorporated in the United States, and/or other countries.

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

Terms of use

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Additional terms of use are located at

[Terms of use](#)

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

[IBM United States](#)