



IBM Cognos TM1 V10.2

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Overview

IBM® Cognos® TM1® V10.2 delivers the following enhancements:

- Integrated metrics, scorecarding, and strategy management support built directly into its modeling environment.
- New version of IBM Cognos Analysis for Excel, which permits advanced exploration, discovery, reporting, and analysis of IBM Cognos TM1 data in Microsoft™ Excel.
- Mobile access to IBM Cognos TM1 planning applications for users who enter, review, and approve plans on an Apple iPad.
- IBM Cognos TM1 Performance Modeler updates that enable users to easily define complex rules and calculations.
- Improved user efficiency and productivity through dramatic improvements in query performance, as well as in all user web operations.

Key prerequisites

Refer to the [Technical information](#) section for details.

Planned availability date

September 10, 2013: Electronic availability

September 13, 2013: Media availability

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

Description

IBM Cognos TM1 V10.2 enables organizations to optimize performance through advanced planning, analytics, modeling, and reporting. Through IBM Cognos TM1's broad flexibility, you can model and then deploy varied planning solutions that address the diverse needs of every department in the organization. IBM Cognos TM1 applications are supported by its patented, 64-bit, in-memory online analytical processing (OLAP) server, which provides on-demand analytics of complex multidimensional data with real-time analysis and calculation performance.

IBM Cognos TM1 V10.2 now enables you to easily model and deploy metrics and scorecards that are perfectly aligned with your budgets, actuals, forecasts, and all

other versions of plan data. While users enter plan data, end users have full access to all of the KPIs and metrics that affect them, and they can immediately see how their new plans and assumptions affect the organization's KPIs and strategies.

With the proliferation of tablets, lightweight computers, and smartphones, workers commonly carry out their work responsibilities away from the office and sometimes for long periods of time. IBM Cognos TM1 V10.2 supports this trend by striving to support performance management wherever performance is executed. IBM Cognos TM1 V10.2 delivers support for the planning function.

IBM Cognos TM1 V10.2 enables organizations to deploy planning templates that reduce errors, and save troubleshooting and auditing time. However, all organizations have power users that insist on working with their plan data in IBM Cognos Analysis for Microsoft Excel. IBM Cognos TM1 V10.2 provides an advanced capability to integrate Cognos TM1 data with Cognos Analysis for Microsoft Excel. Users may leverage one of two modes - one that enables them to review and post data from prebuilt views that they or others have authored, and one that enables users to create Cognos Analysis for Microsoft Excel freeform views, requiring no formulas. These modes are designed to empower the most novice of users, as well as the most demanding of power users.

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

Availability of national languages

Some components may not be translated into the languages listed below.

Product description	Language	GA date
IBM Cognos TM1 V10.2.0	Multilingual (French, Danish, Kazakh, Russian, Thai, Korean, Chinese - Simplified, Spanish, Norwegian Bokmal, Portuguese-Brazilian, Croatian, German, Swedish, Japanese, Chinese - Traditional, Hungarian, English, Romanian, Slovenian, Turkish, Dutch, Czech, Italian, Finnish, Polish)	September 13, 2013

Program number

Program number	VRM	Program name
5724-w49	10.2.0	IBM Cognos TM1

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.

Technical information

Specified operating environment

Hardware requirements

To review an up-to-date list of environments supported by IBM Cognos software, see the IBM Software Product Compatibility Reports page. These requirements can be found at

<http://www-01.ibm.com/support/docview.wss?uid=swg27014782>

Software requirements

To review an up-to-date list of environments supported by IBM Cognos software, see the IBM Software Product Compatibility Reports page. These requirements can be found at

<http://www-01.ibm.com/support/docview.wss?uid=swg27014782>

Software environment statement

IBM Cognos product strategy includes leveraging industry-standard platforms such as operating systems, databases, and application servers. In order to provide the best service possible, IBM certifies each of our products to run on specific versions of these platforms. For complete details concerning supported software environments for IBM Cognos software, visit

<http://www-01.ibm.com/support/docview.wss?uid=swg27014782>

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Limitations

For additional information, refer to **Usage restrictions** in the [Terms and conditions](#) section of this announcement, or to the license information document that is available on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

Planning information

Installability

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

Security, auditability, and control

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

Global Technology Services®

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Ordering information

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

<http://www-306.ibm.com/software/support/pa.html>

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These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

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

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

Product information

Licensed function title	Product group	Product category
IBM Cognos Enterprise User (formerly known as IBM Cognos Advanced Planner)	TM1	TM1 Entpr Planning
IBM Cognos Analytic Server	TM1	TM1 Entpr Planning
IBM Cognos Performance Management User (formerly known as IBM Cognos Enterprise Planning TM1 Contributor)	TM1	TM1 Entpr Planning
IBM Cognos Enterprise Planning TM1 Explorer	TM1	TM1 Entpr Planning
IBM Cognos Performance Management Modeler (formerly known as IBM Cognos Enterprise Planning TM1 Modeler)	TM1	TM1 Entpr Planning
IBM Cognos Analytic Server for Non-Production Environment (formerly known as IBM Cognos Enterprise Planning TM1 for Non-Production Environment)	TM1	TM1 Entpr Planning

Program name	PID number	Charge unit description
IBM Cognos Enterprise User	5724-W49	Per Authorized User
IBM Cognos Enterprise User	5724-W49	Per Authorized User for Linux on System z® ext
IBM Cognos Analytic Server	5724-W49	Per Processor Value Unit (PVU)
IBM Cognos Analytic Server	5724-W49	Per Processor Value Unit (PVU) for Linux™ on System z ext
IBM Cognos Performance Management User	5724-W49	Per Authorized User for Linux on System z ext
IBM Cognos Performance Management User	5724-W49	Per Authorized User
IBM Cognos Enterprise Planning TM1 Explorer	5724-W49	Per Authorized User
IBM Cognos Enterprise Planning TM1 Explorer	5724-W49	Per Authorized User for Linux on System z ext
IBM Cognos Performance Management Modeler	5724-W49	Per Authorized User
IBM Cognos Performance Management Modeler	5724-W49	Per Authorized User for Linux on System z ext
IBM Cognos Analytic Server for Non-Production Environment	5724-W49	Per Processor Value Unit (PVU) for Linux on System z ext
IBM Cognos Analytic Server for Non-Production Environment	5724-W49	Per Processor value Unit (PVU)

Charge metrics definitions

Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the

program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

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

Processor Value Unit (PVU)

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

http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html

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

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

http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_sp_ecific_virtualization_technologies.html

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

Notes :

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

Passport Advantage program licenses

IBM Cognos TM1

Part description	Part number
IBM Cognos Performance Management Modeler	
COGNOS PM MODELER AUTHORIZED USER ANNUAL SW S&S RNWL	E064GLL
COGNOS PM MODELER AUTHORIZED USER LIC + SW S&S 12 MO	D0762LL
COGNOS PM MODELER AUTHORIZED USER SW S&S REINSTATE 12 MO	D0763LL

IBM Cognos TM1

Part description	Part number
IBM Cognos Performance Management User	
COG PM USER AUTHORIZED USER ANNUAL SW S&S RNWL	E064ILL
COG PM USER AUTHORIZED USER LIC + SW S&S 12 MO	D076ALL
COG PM USER AUTHORIZED USER SW S&S REINSTATE 12 MO	D076BLL

IBM Cognos TM1

Part description	Part number
IBM Cognos Enterprise Planning TM1 Explorer	
IBM Cognos Ent Planning TM1 Explorer Auth User Annual SW S&S RNWL	E08BBLL
IBM Cognos Ent Planning TM1 Explorer Auth User Lic + SW S&S 12 Mo	D0C10LL
IBM Cognos Ent Planning TM1 Explorer Auth User SW S&S Reinststate 12 Mo	D0C11LL

IBM Cognos TM1

Part description	Part number
IBM Cognos Analytic Server	
IBM Cognos Analytic Server Per Processor Value Unit Annual SW S&S Rnwl	E08BCLL
IBM Cognos Analytic Server Per Processor Value Unit Lic + SW S&S 12 Mo	D0C12LL
IBM Cognos Analytic Server Per Processor Value Unit SW S&S Reinststate 12 Mo	D0C13LL

IBM Cognos TM1

Part description	Part number
IBM Cognos Analytic Server for Non-Production Environment	
COGNOS ANALYTIC SERVER NON-PROD PVU ANNUAL SW S&S RNWL	E064KLL
COGNOS ANALYTIC SERVER NON-PROD PVU LIC + SW S&S 12 MO	D076ELL
COGNOS ANALYTIC SERVER NON-PROD PVU SW S&S REINSTATE 12 MO	D076FLL

IBM Cognos TM1

Part description	Part number
IBM Cognos Enterprise User	
COGNOS ENTERPRISE USER AUTHORIZED USER ANNUAL SW S&S RNWL	E0DHPLL
COGNOS ENTERPRISE USER AUTHORIZED USER LIC + SW S&S 12 MO	D0NU9LL

Passport Advantage trade-up licenses

IBM Cognos TM1

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Performance Management Modeler Tier 1	COGNOS PM MODELER FROM TIER 1 AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D075YLL
Tier 2	COGNOS PM MODELER FROM TIER 2 AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D0760LL

IBM Cognos TM1

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Performance Management User Cognos Insight	COG PM USER FR COG INSIGHT AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D0T73LL
TM1 Explr	COG PM USER FR TM1 EXPLORER AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D0D6LLL
Tier 1	COG PM USER FROM TIER 1 AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D0768LL
Tier 2	COG PM USER FROM TIER 2 AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D0766LL
Tier 3	COG PM USER FROM TIER 3 AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D0769LL
Tier 4	COG PM USER FROM TIER 4 AUTHORIZED USER TRDUP LIC + SW S&S 12 MO	D0IFHLL

IBM Cognos TM1

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Enterprise Planning TM1 Explorer TM1 Viewer	IBM Cognos TM1 Explorer AU fr TM1 Viewer Trdup Lic + SW S&S 12 Mo	D0D6MLL

IBM Cognos TM1

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Analytic Server Tier 1	IBM Cognos Analytic Server PVU from Tier 1 Trdup Lic + SW S&S 12 Mo	D0CBXLL
Tier 2	IBM Cognos Analytic Server PVU from Tier 2 Trade up Lic+SW S&S 12 Month	D0IFFLL
Tier 3	IBM Cognos Analytic Server	D0IFGLL

PVU from Tier 3 Trade up
Lic+SW S&S 12 Month

IBM Cognos TM1

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Analytic Server for Non-Production Environment Tier 1	COGNOS ANALYTIC SERVER NON-PROD FROM T1 PVU TRDUP LIC + SW S&S 12 MO	D0A08LL

IBM Cognos TM1

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Enterprise User Intelligence User	COG ENTERPRISE USER FR COG BI USER AU TRDUP LIC + SW S&S 12 MO	D11ATLL
IBM Cognos Performance Management User	COG ENTERPRISE USER FR COG PERF MAN USER AU TRDUP LIC + SW S&S 12 MO2 Mo	D11ASLL

Passport Advantage supply

Program name/description	Part number
IBM Cognos TM1 V10.2.0 IBM Cognos TM1 10.2.0 Multiplatform Multilingual Media Pack	B507SML

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 Cognos TM1 V10.2.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Cognos Analytic Server Processor Value Unit	IBM Cognos TM1 10.2.0 Multiplatform Multilingual Media Pack	B507SML
IBM Cognos Analytic Server for zEnterprise® BladeCenter® Extension and Linux on System z per Processor Value Unit	IBM Cognos TM1 10.2.0 Multiplatform Multilingual Media Pack	B507SML

Cross-platform products

Cross-platform products for use on System z

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

Cross-platform product for use on System z IFL engines or zEnterprise BladeCenter Extension

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

IBM Cognos TM1

Part description	Part number
IBM Cognos Enterprise Planning TM1 Explorer Cog Ent Plan TM1 Expl for System z EXT Auth User Annual SW S&S Rnw1	E0DJNLL
Cog Ent Plan TM1 Expl for System z EXT Auth User Lic + SW S&S 12 Mo	D0NZ0LL
Cog Ent Plan TM1 Expl for System z EXT Auth User SW S&S Reinstate 12 Mo	D0NZ1LL

IBM Cognos TM1

Part description	Part number
IBM Cognos Analytic Server IBM Cognos Analytic Server for System z Ext PVU Annual SW S&S Rnw1	E0DJ3LL
IBM Cognos Analytic Server for System z Ext PVU Lic + SW S&S 12 Mo	D0NXSLL
IBM Cognos Analytic Server for System z Ext PVU SW S&S Reinstate 12 Mo	D0NXTLL

IBM Cognos TM1

Part description	Part number
IBM Cognos Analytic Server for Non-Production Environment COGNOS ANL SV NP FOR SYSTEM Z EXT+LINUX ON Z PVU ANNUAL SW S&S RNWL	E0DJ2LL
COGNOS ANL SV NP FOR SYSTEM Z EXT+LINUX ON Z PVU LIC + SW S&S 12 MO	D0NXPLL
COGNOS ANL SV NP FOR SYSTEM Z EXT+LINUX ON Z PVU SW S&S REINSTATE 12 MO	D0NXQLL

IBM Cognos TM1

Part description	Part number
IBM Cognos Performance Management Modeler COGNOS PM MODELER FOR SYSTEM Z EXT+LINUX ON Z AU ANNUAL SW S&S RNWL	E0DJ0LL
COGNOS PM MODELER FOR SYSTEM Z EXT+LINUX ON Z AU LIC + SW S&S 12 MO	D0NXDLL
COGNOS PM MODELER FOR SYSTEM Z EXT+LINUX ON Z AU SW S&S REINSTATE 12 MO	D0NXELL

IBM Cognos TM1

Part description	Part number
IBM Cognos Performance Management User COG PM USER FOR SYSTEM Z EXT+LINUX ON Z AU ANNUAL SW S&S RNWL	E0DJ1LL
COG PM USER FOR SYSTEM Z EXT+LINUX ON Z AU LIC + SW S&S	D0NXHLL

12 MO
 COG PM USER FOR SYSTEM Z EXT+LINUX ON Z AU SW S&S DONXILL
 REINSTATE 12 MO

IBM Cognos TM1

Part description	Part number
IBM Cognos Enterprise User	
COG ENTPRISE USER FOR SYSTEM Z EXT+LINUX ON Z AU ANNUAL SW S&S RNWL	E0DJTLL
COG ENTPRISE USER FOR SYSTEM Z EXT+LINUX ON Z AU LIC + SW S&S 12 MO	D0NZCLL
COG ENTPRISE USER FOR SYSTEM Z EXT+LINUX ON Z AU SW S&S REINSTATE 12 MO	D0NZDLL

Trade-up licenses for cross-platform products

IBM Cognos TM1

Precursor product	Trade-up product	Part number
IBM Cognos Enterprise Planning TM1 Explorer TM1 Viewer	Cog TM1 Expl for System z EXT AU from TM1 Viewer Trdup Lic + SW S&S 12 Mo	D0NZ2LL

IBM Cognos TM1

Precursor product	Trade-up product	Part number
IBM Cognos Analytic Server Tier 1	Cog Analytic Server for System z Ext Pvu Fr Tier1 Trdup Lic + SW S&S 12 Mo	D0NXULL
Tier 2	Cog Analytic Server for System z Ext Pvu Fr Tier2 Trdup Lic + SW S&S 12 Mo	D0NXVLL
Tier 3	Cog Analytic Server for System z Ext Pvu Fr Tier3 Trdup Lic + SW S&S 12 Mo	D0NXWLL

IBM Cognos TM1

Precursor product	Trade-up product	Part number
IBM Cognos Analytic Server for Non-Production Environment Tier 1	COG ANL SV NP FOR SYSTEM Z EXT+LINUX ON Z FRT1 PVU TRDUP LIC + SW S&S 12 MO	D0NXRLL

IBM Cognos TM1

Precursor product	Trade-up product	Part number
IBM Cognos Performance Management Modeler Tier 1	COG PM MODLER FOR SYSTEM Z EXT+LINUX ON Z FR T1 AU TRDUP LIC + SW S&S 12 MO	D0NXFLL
Tier 2	COG PM MODLER FOR SYSTEM Z EXT+LINUX ON Z FR T2 AU TRDUP LIC + SW S&S 12 MO	D0NXGLL

IBM Cognos TM1

Precursor product	Trade-up product	Part number
IBM Cognos Performance Management User TM1 Explorer	COG PM USER FOR SYSTEM Z EXT+LINUX ON Z FR EXPL AU TRDUP LIC + SW S&S 12 MO	D0NXNLL
Tier 1	COG PM USER FOR SYSTEM Z EXT+LINUX ON Z FR T1 AU TRDUP LIC + SW S&S 12 MO	D0NXJLL
Tier 2	COG PM USER FOR SYSTEM Z EXT+LINUX ON Z FR T2 AU TRDUP LIC + SW S&S 12 MO	D0NXKLL
Tier 3	COG PM USER FOR SYSTEM Z EXT+LINUX ON Z FR T3 AU TRDUP LIC + SW S&S 12 MO	D0NXLLL
Tier 4	COG PM USER FOR SYSTEM Z EXT+LINUX ON Z FR T4 AU TRDUP LIC + SW S&S 12 MO	D0NXMLL
Cognos Insight	COG PM USR FOR SYSTEM Z EXT+LINUX ON Z FR INSIT AU TRDUP LIC + SW S&S 12 MO	D0T72LL

IBM Cognos TM1

Precursor product	Trade-up product	Part number
IBM Cognos Enterprise User IBM Cognos Performance Management User	COGEPUSR FOR SYSTEM Z EXT+LINUX ON Z FR PMUSR AU TRDUP LIC + SW S&S 12 MO	D11AULL
IBM Cognos Business Intelligence User	COGERUSR FOR SYSTEM Z EXT+LINUX ON Z FR BI USER AU TRDUP LIC + SW S&S 12 MO	D11AVLL

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Part number products only, offered outside of Passport Advantage , where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

License Information form number

Program name	Program number	Form number
IBM Cognos TM1	5724-w49	L-LCOE-8RSJCX

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

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

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Program technical support

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

Money-back guarantee

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

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

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

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<http://www.ibm.com/software/sla/sladb.nsf>

International Passport Agreement

Software Subscription and Support applies

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While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

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

Other terms

System i® Software Maintenance applies

No

Educational allowance available

Education allowance does not apply.

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage .

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your

enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

IBM Electronic Services

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

Passport Advantage

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- Iran
- Sudan
- Syria

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