



IBM Cognos Express V10.1

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Overview

IBM® Cognos® Express® V10.1 delivers breakthrough business intelligence and planning capabilities purpose built and priced for workgroups and midsize organizations.

IBM Cognos Express V10.1 provides the following new enhancements:

- IBM Cognos Mobile support for Apple iPad
- IBM Cognos Business Insight - Unified workspace support
- IBM Cognos Business Insight Advanced - Easy report creation support
- IBM Cognos Insight for personal business intelligence (BI) and for planning contribution support
- Active reports for disconnected interaction
- Performance modeler for more powerful OLAP modeling
- Microsoft™ Office 2010 support

Key prerequisites

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

Planned availability date

May 15, 2012: Electronic availability

May 22, 2012: Media availability

Refer to the complete letter for national language availability.

Description

IBM Cognos Express V10.1 provides workgroups and midsize companies with consistent, reliable information to answer three critical business questions: How are we doing? Why? and What should we be doing? With insights drawn from answering these questions, managers can make better, faster decisions to drive greater efficiencies, reduce costs, and identify new growth opportunities.

For organizations that are beginning to embark or expand on a business intelligence (BI) and planning strategy, IBM Cognos Express includes everything needed to get

started right away. It offers powerful yet easy-to-use capabilities for both novice and advanced users to encourage broad adoption throughout a company.

IBM Cognos Express V10.1 enhancements include Cognos Mobile support for Apple iPad, support for unified workspace for IBM Cognos Business Insight, support for easy report creation for IBM Cognos Business Insight Advanced, support for IBM Cognos Insight for personal business intelligence and for planning contribution, support for active reports for disconnected interaction, support for performance modeler for more powerful OLAP modeling, and support for Microsoft Office 2010.

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
Cognos Express v10.1.0	Multilingual (French, Russian, Korean, Chinese - Simplified, Spanish, Portuguese-Brazilian, German, Japanese, Chinese - Traditional, Hungarian, English, Romanian, Turkish, Czech, Italian, Polish)	May 22, 2012

Program number

Program number	VRM	Program name
5724-Y13	10.1.0	IBM Cognos Express

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

For complete details concerning the minimum hardware requirements to install and run IBM Cognos software, refer to the Managing IBM Cognos Express guide. This guide can be found at

<http://publib.boulder.ibm.com/infocenter/cx/v10r1m0/index.jsp>

Software requirements

For complete details concerning the minimum software requirements to install and run IBM Cognos software, refer to the Managing IBM Cognos Express guide. This guide can be found at

<http://publib.boulder.ibm.com/infocenter/cx/v10r1m0/index.jsp>

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, refer to

<http://www.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.

Planning information

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 (also referred to as Software Maintenance) 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 (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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For more information about Software Value Plus, visit

<http://www-01.ibm.com/software/info/itsolutions/softwarevalueplus/>

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

Product information

Licensed function title	Product group	Product category
IBM Cognos Express Administrator	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Advisor User	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Complete User	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Consumer User	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Complete Connector	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Complete Connector for Non-Production Env	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Connector for Advisor	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Connector for Advisor for Non-Production Env	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Connector for Planner	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Connector for Planner for Non-Production Env	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Connector for Reporter	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager	IBM Cognos Express	IBM Cognos Express

Connector for Reporter for Non-Production Env	Express	Express
IBM Cognos Express Manager Connector for Xcelsius	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Manager Connector for Xcelsius for Non-Production Env	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Planner User	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Reporter User	IBM Cognos Express	IBM Cognos Express
IBM Cognos Express Xcelsius User	IBM Cognos Express	IBM Cognos Express

Program name	PID number	Charge unit description
IBM Cognos Express Administrator	5724-Y13	Per Authorized User
IBM Cognos Express Advisor User	5724-Y13	Per Authorized User
IBM Cognos Express Complete User	5724-Y13	Per Authorized User
IBM Cognos Express Consumer User	5724-Y13	Per Authorized User
IBM Cognos Express Manager Complete Connector	5724-Y13	Per Install
IBM Cognos Express Manager Complete Connector for Non-Production Env	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Advisor	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Advisor for Non-Production Env	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Planner	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Planner for Non-Production Env	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Reporter	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Reporter for Non-Production Env	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Xcelsius	5724-Y13	Per Install
IBM Cognos Express Manager Connector for Xcelsius for Non-Production Env	5724-Y13	Per Install
IBM Cognos Express Planner User	5724-Y13	Per Authorized User
IBM Cognos Express Reporter User	5724-Y13	Per Authorized User
IBM Cognos Express Xcelsius User	5724-Y13	Per Authorized User

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.

Install

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

Passport Advantage program licenses

IBM Cognos Express

Part description	Part number
IBM Cognos Express Administrator	
IBM Cognos Express Administrator Per Authorized User Annual SW S&S Rnw1	E07PQLL
IBM Cognos Express Administrator Per Authorized User Lic + SW S&S 12 Mo	D0AVMLL
IBM Cognos Express Administrator Per Authorized User SW S&S Reinstate 12 Mo	D0AVNLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Advisor User	
Cognos Express Advisor User Per Authorized User SW S&S Reinstate 12 Mo	D0AVTLL
IBM Cognos Express Advisor User Per Authorized User Annual SW S&S Rnw1	E07PTLL
IBM Cognos Express Advisor User Per Authorized User Lic + SW S&S 12 Mo	D0AVSLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Xcelerator User	
IBM Cognos Express Xcelerator User Per Authorized User Annual SW S&S Rnw1	E07PRLL
IBM Cognos Express Xcelerator User Per Authorized User Lic + SW S&S 12 Mo	D0AVPLL
IBM Cognos Express Xcelerator User Per Authorized User SW S&S Reinstate 12Mo	D0AVQLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Reporter User	
IBM Cognos Express Reporter User Per Authorized User Annual SW S&S Rnw1	E07PLLL
IBM Cognos Express Reporter User Per Authorized User Lic + SW S&S 12 Mo	D0AVFLL
IBM Cognos Express Reporter User Per Authorized User SW S&S Reinstate 12 Mo	D0AVGLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for Advisor	
IBM Cognos Express Manager Connector for Advisor Inst	D0AVKLL

SW S&S Reinstate 12Mo	
IBM Cognos Express Manager Connector for Advisor Install Annual SW S&S Rnw1	E07PNLL
IBM Cognos Express Manager Connector for Advisor Install Lic + SW S&S 12 Mo	D0AVJLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for Xcelerator	
IBM Cognos Express Mgr Connector for Xcelerator Inst SW S&S Reinstate 12 Mo	D0AVILL
IBM Cognos Express Mgr Connector for Xcelerator Install Annual SW S&S Rnw1	E07PMLL
IBM Cognos Express Mgr Connector for Xcelerator Install Lic + SW S&S 12 Mo	D0AVHLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for Reporter	
IBM Cognos Express Manager Connector Reporting Inst SW S&S Reinstate 12Mo	D0AVELL
IBM Cognos Express Manager Connector for Reporting Inst Annual SW S&S Rnw1	E07PKLL
IBM Cognos Express Manager Connector for Reporting Inst Lic + SW S&S 12 Mo	D0AVDLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for Planner	
IBM Cognos Express Manager Connector for Planner Ins SW S&S Reinstate 12 Mo	D0ET6LL
IBM Cognos Express Manager Connector for Planner Install Annual SW S&S Rnw1	E09SYLL
IBM Cognos Express Manager Connector for Planner Install Lic + SW S&S 12 Mo	D0ESSLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Complete Connector	
IBM Cognos Express Manager Complete Connector Inst SW S&S Reinstate 12 Mo	D0ET8LL
IBM Cognos Express Manager Complete Connector Install Annual SW S&S Rnw1	E09T0LL
IBM Cognos Express Manager Complete Connector Install Lic + SW S&S 12 Mo	D0ESULL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Consumer User	
IBM Cognos Express Consumer User Per Authorized User Annual SW S&S Rnw1	E09T2LL
IBM Cognos Express Consumer User Per Authorized User Lic + SW S&S 12 Mo	D0ESWLL
IBM Cognos Express Consumer User Per Authorized User SW S&S Reinstate 12 Mo	D0ETALL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for Advisor for Non-Production Env	
IBM Cognos Express Mgr Connector for Advisor NPE Ins SW S&S Reinstate 12 Mo	D0ETCLL
IBM Cognos Express Mgr Connector for Advisor NPE Install Annual SW S&S Rnw	E09T4LL
IBM Cognos Express Mgr Connector for Advisor NPE Install Lic + SW S&S 12 Mo	D0ESYLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for Planner for Non-Production Env	
IBM Cognos Express Mgr Connector for Planner NPE Ins SW S&S Reinstate 12 Mo	D0ETELL
IBM Cognos Express Mgr Connector for Planner NPE Install Annual SW S&S Rnw	E09T6LL
IBM Cognos Express Mgr Connector for Planner NPE Install Lic + SW S&S 12 Mo	D0ET0LL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Planner User	
IBM Cognos Express Planner User Per Authorized User Annual SW S&S Rnw	E09SZLL
IBM Cognos Express Planner User Per Authorized User Lic + SW S&S 12 Mo	D0ESTLL
IBM Cognos Express Planner User Per Authorized User SW S&S Reinstate 12 Mo	D0ET7LL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Complete User	
IBM Cognos Express Complete User Per Authorized User Annual SW S&S Rnw	E09T1LL
IBM Cognos Express Complete User Per Authorized User Lic + SW S&S 12 Mo	D0ESVLL
IBM Cognos Express Complete User Per Authorized User SW S&S Reinstate 12 Mo	D0ET9LL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for Reporter for Non-Production Env	
IBM Cognos Express Mgr Connector for Reporting NPE Ins SWS&S Reinstate 12Mo	D0ETBLL
IBM Cognos Express Mgr Connector for Reporting NPE Inst Annual SW S&S Rnw	E09T3LL
IBM Cognos Express Mgr Connector for Reporting NPE Inst Lic + SW S&S 12 Mo	D0ESXLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Connector for xcelerator for Non-Production Env	

IBM Cognos Express Mgr Connector Xcelerator NPE Inst SW S&S Reinstate 12Mo	D0ETDLL
IBM Cognos Express Mgr Connector for Xcelerator NPE Inst Annual SW S&S Rnw1	E09T5LL
IBM Cognos Express Mgr Connector for Xcelerator NPE Inst Lic + SW S&S 12 Mo	D0ESZLL

IBM Cognos Express

Part description	Part number
IBM Cognos Express Manager Complete Connector for Non-Production Env	
IBM Cognos Express Mgr Complete Connector for NPE Ins SW S&S Reinstate 12Mo	D0ETFLL
IBM Cognos Express Mgr Complete Connector for NPE Inst Annual SW S&S Rnw1	E09T7LL
IBM Cognos Express Mgr Complete Connector for NPE Inst Lic + SW S&S 12 Mo	D0ET1LL

Passport Advantage trade-up licenses

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Manager Complete Connector for Non-Production Env Tier 1	IBM Cog Exp Mgr Comp Conn NPE Inst TUFTR Tier 1 Trade Up Lic + SW S&S 12 Mo	D0G5CLL

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Complete User Tier 1	IBM Cognos Express Complete User TUFTR Tier 1 Trade Up Lic + SW S&S 12	D0G59LL
Tier 2	IBM Cognos Express Complete User TUFTR Tier 2 Trade Up Lic + SW S&S 12	D0G5ALL

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Manager Complete Connector Tier 1	IBM Cognos Express Mgr Comp Connector Ins TU Tier1 Trade Up Lic+SW S&S 12Mo	D0G5BLL

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Xcelerator User TMI MM SE AU	Cognos Express Xcelerator	D0B8TLL

User TUF^R TM1[®] MM SE AU
Trade Up Lic + SW S&S 12

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Reporter User Cog Rptg MM AU	IBM Cognos Express Rpt User AU TUF ^R Cog Rptg MM AU TradeUp Lic+SW S&S 12Mo	D0B8ULL

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Administrator Cog Rptg MM Admin AU	IBM Cognos Express Adm AU TUF ^R Cog Rptg MM Admin Trade Up Lic+SW S&S 12 Mo	D0B9CLL
TM1 MM SE Admin AU	IBM Cognos Express Admin AU TUF ^R TM1 MM SE Adm Trade Up Lic + SW S&S 12 Mo	D0B9DLL

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Advisor User IBM Cognos Executive Viewer MM	Cognos Express Advisor User Per AU TUF ^R EV MM Lic + SW S&S 12 Mo	D0B8VLL

IBM Cognos Express

Precursor product	Trade-up product	Trade-up part number
IBM Cognos Express Manager Connector for Xcelerator TM1 MM SE LTD PVU	IBM Cog Express Con Xlrtr TUF ^R TM1 MM SE LTD PVU Trade Up Lic + SW S&S 12Mo	D0B9ELL

Passport Advantage supply

Program name/description	Part number
Cognos Express V10.1.0 IBM Cognos Express 10.1.0 Microsoft windows [™] Multilingual Media Pack	B505HML

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.

Cognos Express V10.1.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Cognos Express Administrator per Authorized User	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Advisor User per Authorized User	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Complete User per Authorized User	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Consumer User per Authorized User	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Complete Connector for Non-Production Environment per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Complete Connector per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Advisor for Non-Production Environment per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Advisor per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Planner for Non-Production Environment per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Planner per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Reporter for Non-Production Environment per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Reporter per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Xcelerator for Non-Production Environment per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Manager Connector for Xcelerator per Install	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Planner User per Authorized User	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Reporter User per Authorized User	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML
IBM Cognos Express Xcelerator User per Authorized User	IBM Cognos Express 10.1.0 Microsoft Windows Multilingual Media Pack	B505HML

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.

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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).

License Information form number

Program name	Program number	Form number
IBM Cognos Express	5724-Y13	L-LCOE-8RKQA7

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.

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, consult the IBM Software Support Handbook found at

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

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

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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Usage restriction

Yes. For additional information refer to the License Information Document that is available on the IBM Software License Agreement website

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

International Passport Agreement

Software Subscription and Support applies

Yes. Software Subscription and Support 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 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>

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<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

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner, or authorized IBM Business Partner for Software Value Plus. Additional information is also available at

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

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller/emea/channelannouncement>

Announcement countries

All European, Middle Eastern and African countries except:

Iran
Sudan
Syria

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