



Continuing Support and Features for IBM OS/2 and IBM OS/2 Warp Server for e-business – All Yours Via IBM Software Choice

Overview

With OS/2® customers in mind, IBM plans to expand delivery of enhancements via **IBM Software Choice**.

Software Choice now consolidates OS/2 offerings in Convenience Packages which include:

- Refreshes of OS/2 Warp 4 and OS/2 Warp Server for e-business components
- Software Choice features, such as Browser, Java™ Virtual Machine (JVM), and TCP/IP enhancements
- Updated collection of device drivers

OS/2 Warp Client and Server updates will be delivered with available fixes (FixPaks) already applied. The most current e-business enhancements will be included as well.

The Convenience Packages are additional offerings available to customers who have either a Software Subscription under Passport Advantage or an IBM Software Choice subscription.

Over the next two years, the Convenience Packages will be provided annually. The Convenience Packages will only be provided on CD-ROMs.

The first Convenience Package is planned for November 30, 2000. There is no additional charge.

Support will be provided for each annual Convenience Package effective with the initial availability through December 31 of the following year.

Planned Availability Date

November 30, 2000

At a Glance

Features

IBM will provide annual refreshes of:

- OS/2 Warp 4 and OS/2 Warp Server for e-business components
- Software Choice features such as:
 - Browser
 - JVM
 - TCP/IP enhancements
- Updated collection of device drivers

Benefits

Enhancements will focus on:

- e-business enablers
- Most current FixPak level
- Supported from its delivery date through December 31 of the following calendar year

For ordering, contact:

Your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at

800-IBM-CALL

Reference: SE001

Description

Convenience Package for OS/2 Warp 4

- Uni-Processor Kernel
- Latest Base Device Drivers
- Unique SYSLEVEL information
- OS/2 Warp Developer Kit, Java Technology Edition, Version 1.1.8
- Digital Video Disc (DVD)/Universal Disk Format (UDF)
- SpeedStep (Geyserville Power Management) and Universal Serial Bus (USB)
- Remote Initial Program Load (RIPL) support.
- Logical Volume Manager {LVM (not FDISK)} and Glocale
- Localized WIN-OS/2®
- Boot Manager
- Video enhancement for:
 - NeoMagic
 - S3 Savage
 - Trident
 - Matrox G200

National Languages

The convenience packages for both OS/2 Warp 4 and OS/2 Warp Server for e-business will initially be available in English, German, Spanish, Japanese, Traditional Chinese, Simplified Chinese, Brazilian Portuguese, Danish, Dutch, Finnish, Norwegian, Swedish, French, and Italian.

Our intent is to make the other languages supported by OS/2 Warp 4 available for the Convenience Package for OS/2 Warp 4.

Convenience Package for OS/2 Warp Server for e-business

- Latest Base Device Drivers
- Unique SYSLEVEL information
- OS/2 Warp Developer Kit, Java Technology Edition, version 1.1.8
- DVD/UDF
- Video enhancements including:
 - NeoMagic
 - S3 Savage
 - Trident
 - Matrox G200

Eligibility

- Software Subscription under Passport Advantage for:
 - OS/2 Warp 4
 - OS/2 Warp Server for e-business**OR**
- IBM Software Choice Subscription for:
 - OS/2 Warp 4

Customer Entitlement

Customers who license one of the following with a Software Subscription under Passport Advantage will

automatically be sent an ID and password that provides access to the Software Choice features for the licensed program.

- OS/2 Warp 4
- OS/2 Warp Server for e-business

Customers who do not have Passport Advantage contracts can still obtain access to Software Choice if they have already acquired OS/2 Warp 4 through the purchase of a Software Choice Subscription Kit. The Subscription Kit contains a registration card that must be completed and returned to IBM. The customer will receive an ID and password that provides access to the Software Choice features for the licensed program.

Entitlement expires when the customer's Software Subscription under Passport Advantage contract expires, or their IBM Software Choice Subscription expires.

Program Support

Program support offers a method of reporting code-related problems for the Convenience Packages for OS/2 Warp 4 and OS/2 Warp Server for e-business. The Convenience Packages will be provided annually over the next two years with the first Convenience Package planned for November 30, 2000. Support will be provided for each annual Convenience Package effective with the initial availability through December 31 of the following year. During this period, customers will either need to install the latest level of FixPak or acquire the latest Convenience Package to stay up to date for program support.

You may report a suspected code defect via e-mail at SSMC@us.ibm.com. The response to known code-related problem inquiries may be a code correction, bypass or restriction. If the problem report is not known to be a code-related problem, you will be informed that IBM will continue to work on it for a fee via a Support Line contract.

Web-based support (FAQs) is also available through

<http://ps.software.ibm.com>

Technical Support

The following fee-based services are available for current OS/2 products. Fee-based services will be available for the Convenience Packages at planned availability.

- Technical support is also available via Support Line, 800-237-5511. Support Line services requires a contract. For information regarding Support Line services, refer to:

<http://services.software.ibm.com/supportline.html>

- A variety of services for OS/2 are available through e-BOSS Services. Refer to:

<http://www-4.ibm.com/software/os/warp/services/>

Refer to Services Announcement 699-026, dated June 15, 1999, for information regarding Support Line services.

Refer to Software Announcement 297-133, dated April 30, 1997, and Software Announcement 297-332, dated August 26, 1997, and Software Announcement 299-276, dated September 28, 1999, for additional information regarding Software Choice.

All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Registration Instructions: Refer to Software Announcement 297-332, dated August 26, 1997, and Software Announcement 299-276, dated September 28, 1999, for additional information regarding registration.

Contact Information: Applies to customers who have purchased a Software Subscription under Passport Advantage or who purchased an IBM Software Choice Subscription.

If you have not received your user ID or password from IBM or have questions about what reserved features and updates you are entitled to receive, contact your IBM representative or IBM Business Partner.

If, after receiving your user ID and password, it either is lost or forgotten, contact IBM and a new user ID and password will be sent to you:

Mail Address

IBM Corporation
Software Advantage Administration Center
4800 Falls of the Neuse Road
Raleigh, NC 27609

Contact: Laurie Melchior
e-mail: MELCHIOR@US.IBM.COM
Tie line: 436-1196
Telephone: 919-850-1196
Fax: 800-456-5329

For password reset, damaged, or misplaced CD-ROMs, call 800-456-0550, extension 1196.

IBM reserves the right to determine the contents of the IBM Software Choice Web site and CD-ROMs, and which features and updates will be offered, when, and to whom. All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Year 2000

This product is Year 2000 ready. When used in accordance with its associated documentation, it is capable of correctly processing, providing, and/or receiving date data within and between the twentieth and twenty-first centuries, provided that all products (for example, hardware, software, and firmware) used with the product properly exchange accurate date data with it.

The program support end date for this Year-2000-ready product is December 31, 2001.

Product Positioning

- OS/2 Warp 4 and OS/2 Warp Server for e-business Convenience Packages offer exceptional in manageability, scalability, and stability.
- A common technology code base across the Warp client and server platform.
- OS/2 Warp 4 is an outstanding Java development and deployment environment.
- OS/2 Warp Server for e-business is a premier Internet server.
- Periodic delivery of application-like enhancements helps lower the cost of ownership during rollout.

Reference Information

**Letter
Number Date**

Software Announcements

297-133	April 30, 1997
297-332	August 26, 1997
299-276	September 28, 1999

Services Announcement

699-026	June 15, 1999
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Trademarks

OS/2 and WIN-OS/2 are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Java is a trademark of Sun Microsystems, Inc.

Lotus is a registered trademark of Lotus Development Corporation.

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



IBM US Announcement Supplemental Information

April 11, 2000

Ordering Information

Refer to the following Software Announcements:

297-133	April 30, 1997
297-332	August 26, 1997
299-276	September 28, 1999

Terms and Conditions

Terms and conditions for IBM Software Choice, licensed under the International Program License Agreement, are unaffected by this announcement.

Charges

For local charges, contact your IBM representative.

Order Now

Use Priority/Reference Code: SE001

Phone: 800-IBM-CALL
Fax: 800-2IBM-FAX
Internet: ibm_direct@us.ibm.com
Mail: IBM Atlanta Sales Center
Dept. SE001
P.O. Box 2690
Atlanta, GA 30301-2690

You can also contact your local IBM Business Partner or IBM representative. To identify them, call 800-IBM-4YOU.

Note: Shipments will begin after the planned availability date.

Year 2000 Readiness Disclosure

Statements made in this announcement regarding Year 2000 are "Year 2000 Readiness Disclosures" under the Year 2000 Information and Readiness Disclosure Act of 1998, a U.S. statute enacted on October 19, 1998.

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: <http://www.ibm.com>.