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IBM i Global Customer Notice

Dear IBM Power Systems Software Customer:

For **IBM i customers**, the software product specific customer information documentation, formerly shipped with each ordered program product, is now provided on the following Web site: **http://www.ibm.com/systems/support/planning/notices.html**

Please bookmark the above Web sites for future reference.

The following product-specific customer documents, or information about these topics, can be found at the Web site referenced above:

- **Entitled Software Support (ESS)** https://www.ibm.com/eserver/ess . This Web site provides access to and management support for Power Software program entitlements and IBM i software keys. Power Software customers will also find support for Web initiated release upgrades, electronic software download and software maintenance inventory information.
- **Entitled Software Support (ESS) Web site Registration & Use Guidelines.** This document provides a detailed overview of ESS Web site functional support and usage.
- **IBM i Processor Transfer (57xx-SS1)** document describes the steps required for planning, ordering and installing software licenses to be transferred across donor and receiving hardware systems within a customer's enterprise.
- **Media Labels and their Content.** This document lists the optical media shipped with an IBM i software order. The media identifiers and disc content are described. This addresses the IBM i product and all keyed products shipped on the keyed stamped media set of discs.
- **Prep To Install – IBM i Preparation Advisory Letter.** This document provides important information which should be reviewed prior to installing an IBM i upgrade.
- **Welcome to IBM Software Maintenance for i** provides information on remote software technical support and software maintenance. Additional information may be obtained at: http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html .
- **IBM i Access Family of Products - Getting Started.** Refer to: http://www.ibm.com/systems/i/software/access/get_started.html for information on the IBM i Access products, including license information, entering usage limit, applying keys, how to find or create PC media, and more.
- **Temporary Licensing Contract Letter** contains instructions and requirements when the offering is purchased for temporary licensing of chargeable IBM Licensed Program Products and options.
- **Read Me for DB2 Web Query for i (5733-QU2)** is provided as an introduction to the getting started information provided for this product. It is available at: http://www.ibm.com/systems/i/software/db2/webquery/gettingstarted.html .
- **WebSphere Development Studio for i (5722-WDS, 5761-WDS), Rational Development Studio for i (5770-WDS) Customer Letter** has information on the compilers and tool set. Additional information may be found at: http://www-01.ibm.com/software/awdtools/wds400/ and http://www-01.ibm.com/software/rational/products/devstudio/i/ .
- **IBM iCluster for i (5733-ICL) software Customer Letter** describes the iCluster program deliverables, download and installation support. Several Web sites are listed to provide information on various support topics.
- **Zend Server for i Support and Zend Studio for i (5771-ZC1, 5639-ZS1) Customer Letter** is provided for these Zend Technologies, Inc products.
- **IBM i Value Pack (5722-IVP)** Customer registration document for IBM i. It describes the Value Pack voucher registration requirements to enable support: http://www.ibm.com/systems/i/editions/vouchers.html .

Other documents may be added. Refer to the Web page for the latest information.

Product documentation

- **IBM i and i5/OS Information Center** - http://publib.boulder.ibm.com/iseries
- **PowerVM Information Roadmap** - http://publib.boulder.ibm.com/eserver/roadmap_powervm.html
- **HMC Information Center –**
  http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/index.jsp?topic=/ipha8/hwparent_hmc.htm
- **IBM Systems Director Information Center -**
  http://publib.boulder.ibm.com/infocenter/director/v6r2x/index.jsp?topic=/com.ibm.director.main.helps.doc/fqm0_main.html
- **IBM Cluster software products Information Center -**
  http://publib.boulder.ibm.com/infocenter/clresctr/vxrx/index.jsp?topic=/com.ibm.cluster.infocenter.doc/infocenter.html

Product downloading

- **Entitled Software Support** - http://www.ibm.com/eserver/ess
  A web-based application that enables IBM customers and business partners to download software products, software upgrades, and manage software license keys. Not available in all countries.

Fix downloading

- **Fix Central** – http://www.ibm.com/support/fixcentral
  A web-based application that enables IBM customers and business partners to download fix packages.