

IBM Global Services Data Collection Solution Offering

Announcement Newsletter – Volume 1

September 8, 2005

Updated Support Services Policy

IBM Introduces IBM Data Collection Connection (DCConnect) – ***Updated Support Services Policy***

Overview: IBM Data Collection Connection (DCConnect)

The IBM Data Collection Connection™ (DCConnect™) set of programs, and IBM ERPBridge™, provide a comprehensive set of integrated, object oriented, data collection products for large and small businesses. These products provide an advanced, state of the art, object oriented graphical user interface that simplifies application development and implementation of production applications. DCConnect programs support a wide variety of handheld and fixed data collection devices including Windows, DOS, and Pocket PC devices. Transaction Connection programs make processing decisions for each transaction handled and allow data to be moved in real-time or in batch mode between otherwise unconnected systems. ERPBridge programs provide interactive connection between transaction programs on a variety of devices and host ERP application software.

Today, IBM announces the *new support services policy* for all IBM Data Collection customers – (which include DCConnect, ERPBridge, DCC/2™ and DOS Data Collector™ customers).

Note the terms “IBM Data Collection”, “IBM Data Collection Connection” and “IBM DCConnect” are used interchangeably throughout this announcement.

Highlights of the Updated Support Services Policy

Description of Announcement, Charges, and Availability

The purpose of this announcement newsletter is to communicate the new support services policy for all IBM DCConnect customers. IBM will no longer provide fixpacks for free on its website at <http://www.ibm.com/software/data/dccconnect>. Only entitled IBM Data Collection customers will have access to fixpacks. Entitlement is achieved through the purchase of one of two available support services offerings – described in more detail in the section “Support Services for IBM Data Collection - Detail”

This new support services policy announcement is being provided in conjunction with the availability of Version 2.2.0 of DCConnect for all existing IBM Data Collection customers. Please note:

- For those customers using DCConnect 1.4.0 or later, and who are entitled via a current annual support contract, new fixpacks will be available to bring a customer’s DCConnect Client, DCConnect Server and related programs up to the DCConnect 2.2.0 level.
- For customers installed with IBM Data Collection products earlier than DCConnect 1.4.0, including DCC/2 or DOS Data Collector, a fee-based upgrade, announced in an accompanying announcement newsletter, will be available to bring a customer’s data collection server programs, devices programs, and related programs up to the DCConnect 2.2.0 level. In order to gain entitlement to future fixpacks beyond version 2.2.0, customers must purchase one of two available support services offerings as described in the section “Support Services for IBM Data Collection – Detail”. For additional

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information on the upgrade offering, please refer to the accompanying Announcement Newsletter – Volume 2 – *Version 2.2.0 of IBM Data Collection (DCCConnect) – Upgrade Offering* or contact Diane Wechter at 1-877-604-6084 or dwechter@us.ibm.com.

Highlights of DCCConnect 2.2.0 and the corresponding fixpacks include:

1. Increased the maximum transaction size by more than 7x.
2. Full support for Windows 2003 Server and Windows XP (when running as a service)
3. Enhancement of DCCConnect Server internal messaging for improved reliability.
4. If-then else logic commands for the DCCConnect Client transaction programming language.
5. New Transaction Connection user interface that allows multiple sessions to be controlled/monitored from a single window.

Note that the DCCConnect 2.2.0 fixpacks, like their predecessor fixpacks, include not only new features like the ones listed above but also various software fixes. The IBM Data Collection website will list all new features and fixes that are available in each fixpack.

All currently available fixpacks for those customers at DCCConnect 1.4.0 or higher (e.g. Fixpacks "A" through "F" for the DCCConnect server software, DCCConnect Client 2.1.0B and DCCConnect Terminal Services for DOS/Windows 2.1.0) will continue to be available for downloading from our website until *October 31, 2005*, at which time these fixpacks, and all future fixpacks will then become only available in the same manner as Fixpack **2.2.0** under this new support services policy.

SUPPORT SERVICES:

This new support services policy is implemented through the Annual Data Collection Support Services offerings. These support services provide 24x7 phone support coverage, access to fixes and patches and are described in more detail in the section "Support Services for IBM Data Collection - Detail".

For those customers using DCCConnect 1.4.0 and higher and who have current contracts for one of the below annual support services, please contact the IBM Data Collection support line through the normal support procedure to request fixpack 2.2.0.

For customers at DCCConnect 1.4.0 or higher who are not already entitled via one of the annual support services offerings below, please contact Diane Wechter (1-877-604-6084, dwechter@us.ibm.com) or Tim Ling at (1-317-324-4094, tling@us.ibm.com) to obtain an annual support services contract and the latest fixpacks.

For customers installed with IBM Data Collection products earlier than DCCConnect 1.4.0, please contact Diane Wechter (1-877-604-6084, dwechter@us.ibm.com) and see the accompanying upgrade announcement letter for details on the fee-based upgrade to DCCConnect 2.2.0 and to obtain contracts for one of the annual support services offerings.

PLANNED AVAILABILITY DATE: *September 12, 2005*

STATEMENT OF GENERAL DIRECTION:

IBM is committed to wireless application and integration services and sees this area as an emerging business opportunity with growth potential. IBM plans continued enhancements for these offerings.

EDUCATION SUPPORT:

Education is provided for customers, upon request, for a fee. There are no scheduled classes provided on an ongoing basis. Customized education for implementation teams and end users may be provided as part of a custom contract and delivered by the IBM AIS Wireless Solution Delivery & Support organization.

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Contact one of the members of the Solution Delivery organization (see below) for information on customized solutions for education and implementation in the U.S.

Ordering information for either one of the two available support services offerings is described in more detail in the section “Support Services for IBM Data Collection - Detail” and can be obtained through one of the contact points below.

- *Data Collection Licensing and Delivery Services* - Diane Wechter at 1-877-604-6084 or dwechter@us.ibm.com
- *Data Collection Support and Maintenance Services* – Tim Ling at 1-317-324-4094 or tling@us.ibm.com
- Data Collection Web Site: <http://www.ibm.com/software/data/dcconnect>

SUPPORT SERVICES FOR IBM DATA COLLECTION - DETAIL:

Overview - Software support is provided to IBM Data Collection (DC) customers via a two-tiered support structure, which includes:

1. **Annual Data Collection Asset Support Services** - (*Fee-based*) - *
2. **Annual Data Collection Solution Maintenance and Support Services** - (*Fee-based*) - *Custom Solution* - **

* - This support offering has also been referred to as “**Annual Data Collection Product Support Services**”

** - This support offering has also been referred to as “**Annual Data Collection Project Maintenance and Support Services**”

Both of these support offerings entitle customers access to the most current DCConnect program fixpacks which include not only the latest fixes but also new features.

IBM will post final availability dates and further announcement information on our IBM Data Collection web site at <http://www.ibm.com/software/data/dcconnect>.

1. Annual Data Collection Asset Support Services Offering:

This base support services offering includes the terms to provide annual maintenance and support services to the customer for the IBM Intellectual Property Services Component: Data Collection which consists of two features below:

- a. Licensed copies of IBM Data Collection (DCConnect) Server (6949-15Q features 4584 and 4585), and
- b. Licensed copies of IBM Data Collection (DCConnect) Client (6949-15Q features 4586).

or for the DCConnect family of products at version 1.4.0 or later (which can be upgraded to the latest version by applying the latest fixpacks).

IBM will provide this base DC annual maintenance and support services offering for a period of one year. These services provide support via telephone assistance for routine post-installation and usage (“how-to”) questions and for code related problems for DC.

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- a. Annual Support Services allows the customer to obtain assistance from IBM for DC-specific, task-oriented questions regarding the installation/operation of DC. This support includes:
- ? short duration problems involving:
 - o installation
 - o usage (how-to)
 - ? IBM code defects
 - ? specific usage/installation questions for documented functions
 - ? technical references to publications
 - ? assistance with interpretation of publications
 - ? IBM database searches
 - ? access to a full technical support team, including development resources on the customer's behalf
- In the course of providing these services, we may refer the customer to IBM product documentation or publications, or we may be able to provide a direct answer to assist the customer.
- b. Support will be available during Prime Shift (M-F 8:00am – 5:00pm eastern time zone US; excluding national holidays). Severity 1 problem support is available 24 hours per day, 7 days per week.

2. Annual Data Collection Solution Maintenance and Support Services Offering:

IBM will provide the customer with annual solution maintenance and support services for the installed Data Collection solution. IBM will provide Single-Point-of-Contact (SPOC) support to the customer for a period of one year. This support services offering is intended to provide coordination and facilitation of initial problem determination and source identification, with workaround and/or problem resolution for the customer's entire data collection solution.

In addition to providing the customer all of the support that is documented in the "Annual Data Collection Asset Support Services" offering above, this annual solution maintenance and support service consists of providing the following solution maintenance and support services components:

- Project Support Management – solution support tracking and reporting, with a focused escalation process for handling high severity, system down situations.
- Technical Specialist Voice Support – provides telephone support on a 24x7 basis – based upon problem situation.
- Remote Diagnostic Tools – provides remote access and control of key Data Collection servers for the purpose of diagnosing/work-around/resolution of system and/or application related problems.
- Defect Support – provides base IBM Data Collection licensed components code fixes and corrections.
- IBM Data Collection Electronic Support Delivery Systems - provides electronic communications support systems for two-way technical interchange. It also provides a database of technical information, a repository for product PTF's (Program Temporary Fix's) and helpful tips and techniques regarding IBM Data Collection programs.
- Onsite Support – (Optional) Provides for optional onsite support assistance as mutually agreed to and scheduled with customer.

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IBM Data Collection - Product Life Cycle

I. IBM Data Collection Edition V1.0 & 1.1 (DOS-based)

Availability Date: October 24, 1989

Withdrawal Date: August 9, 2000

- 5601-299 Data Collector Version 1.0 & 1.1
- 5601-398 5250 & MAPICS Data Services Version 1.0 & 1.1
- 5601-399 3279 & COPICS Data Services Version 1.0 & 1.1

II. IBM OS/2 Data Collection Software

Availability Date: March 25, 1991

Withdrawal Date: January 17, 1998

- 5756-144 Data Collection Control/2
- 5756-145 Data Collector for Distribution Automation Connection
- 5756-146 IBM 7527 Extended Terminal Services

III. IBM Data Collection Connection Software Products on OS/2 (All-in-one CD LCD4-0487-02)

Availability Date: August 30, 1996

Withdrawal Date: November 19, 1999

- 5639-A06 Data Collection Connection Server for OS/2
- 5639-A04 Data Collection Connection Development Toolkit for OS/2
- 5639-A05 Data Collection Connection Server for Windows NT
- 5639-A07 Data Collection Connection Development Toolkit for Windows NT
- 5639-A03 Terminal Services for DOS and for Windows
- 5639-A02 HostConnect for MAPICS

IV. IBM Data Collection Connection Software Products on OS/2 & Windows NT (All-in-one CD LCD4-0487-03)

Availability Date: June 27, 1997

Withdrawal Date: November 19, 1999

- 5639-A05 DCConnect Server for Windows NT
- 5639-A06 DCConnect Server for OS/2
- 5799-RCZ DCConnect Transaction Connection
- 5639-A03 DCConnect Terminal Services for DOS and Windows
- 5799-RCD DCConnect 752X Emulator for DOS
- 5639-A07 DCConnect Development Toolkit for NT
- 5639-A06 DCConnect Development Toolkit for OS/2
- 5799-QNP DCConnect Collection Transaction Building Tool
- 5639-A02 ERPBridge for MAPICS
- 5799-QTA ERPBridge for J.D. Edwards for OS/2 and Windows NT

Plus the following two products on diskette:

- 5799-RCD 752x Emulator for DOS
- 5799-QNP Data Collection Transaction Building Tool

V. Version 1.4.0 of IBM Data Collection Products, Released on Separate CDs

Availability Date: August 1999

Withdrawal Date: N/A

- 41L2179 DCConnect Server for OS/2 and Windows NT
- 41L2160 DCConnect Development Toolkit for OS/2 and Windows NT
- 41L2203 DCConnect Transaction Building Tool for OS/2 and Windows NT
- 41L2209 DCConnect Transaction Connection for OS/2 and Windows NT

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41L2189	752x Emulator for DOS (now known as DCConnect Client)
41L2197	DCConnect Terminal Services for DOS and Windows (on diskette)
41L2166	ERPBridge for MAPICS
5799-C64	ERPBridge for JDE World - Distribution Template (feature 1013)
5799-C64	ERPBridge for JDE World - Shop Floor Template (feature 1017)
5799-C64	ERPBridge for JDE One World - Distribution Template (feature 1015)

VI. Fixpack Availability for the 1.4.0 DCConnect Server-Related Products

Fixpack 1.4.0 A	August 1999	
Fixpack 1.4.0 B	November 1999	
Fixpack 1.4.0 C	April 2000	
Fixpack 1.4.0 D	March 2001	
Fixpack 1.4.0 E	June 2002	(This fixpack corresponds to the limited 2.0.0 CD release)
Fixpack 1.4.0 F	September 2004	(This fixpack corresponds to the limited 2.1.0 CD release)
Fixpack 2.2.0	September 2005	(This fixpack corresponds to the limited 2.2.0 CD release)

VII. Other Limited CD Releases for DCConnect Products (all-in-one CDs)

2.0.0 CD	June 2002	(This CD release corresponds to Fixpack 1.4.0 E)
2.1.0 CD	September 2004	(This CD release corresponds to Fixpack 1.4.0 F)
2.2.0 CD	September 2005	(This CD release corresponds to Fixpack 2.2.0)

VIII. Fixpack Availability for the DCConnect Client (formerly 752x Emulator for DOS)

752x Emulator for DOS 1.4.0C	October 1999
DCConnect Client 1.4.0M	May 2000
DCConnect Client 1.4.1B	March 2001
DCConnect Client 2.0.0B	August 2002
DCConnect Client 2.1.0A	September 2004
DCConnect Client 2.1.0B	October 2004
DCConnect Client 2.2.0	September 2005

IX. Fixpack Availability for the DCConnect Terminal Services for DOS/Windows

DCConnect Terminal Services for DOS/Windows 2.1.0	September 2004
DCConnect Terminal Services for DOS/Windows 2.2.0	September 2005