



IBM Customer Experience Suite V7.0 for engaging, exceptional online experiences

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At a glance

IBM® Customer Experience Suite V7.0 helps organizations create highly engaging, context-aware, and differentiated external multi-channel experiences. It combines the essential ingredients needed to deliver an exceptional online experience with capabilities to help you:

- Create highly personalized interactions by analyzing and then adapting to the preferences, behaviors, location, products owned, device, and sentiments of each visitor
- Support conversations with and between users through online communities
- Empower business owners to manage the creation and delivery of content, rich media, campaigns, and surveys delivered through multiple channels
- Deliver rich and engaging experiences without sacrificing flexibility, scalability, or security
- Compose seamless Web experiences by connecting into the necessary back-end applications, commerce solutions, social media sites, and cloud-based services

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

Overview

IBM Customer Experience Suite V7.0 combines the essential ingredients needed to deliver exceptional, differentiated customer experiences, including Web content management, rich social and real-time communication features, search, commerce integration and analytics support, personalization, rich media management, mobile device support, and comprehensive integration capabilities. The result is an agile platform that helps organizations respond to ever-changing and growing customer Web experience requirements that span multiple channels, leading to increased customer satisfaction, and better brand awareness.

Key capabilities and benefits

- **Create:** Helps reduce the cost of Web operations and increase responsiveness by enabling business owners to manage the delivery of dynamic content and rich media through multiple channels.
- **Personalize:** Cultivate stronger relationships by creating experiences that feel custom-built to each user; dynamically adapt content and offers based upon users' actions, preferences, and relationships.

- **Socialize:** Improve customer loyalty and help resolve problems by enabling users to share ideas and opinions; drive higher value customer interactions via lower cost channels.
- **Optimize:** Fine tune the customer experience by analyzing users' interactions, helping to improve conversion rates and user engagement; intelligently manage sites, campaigns, and offers by tracking which investments are the most profitable and successful.
- **Realize:** Helps maximize selling opportunities; capture new leads by easily publishing dynamic, compelling offers and content.
- **Reach:** Reach existing customers and new prospects across multiple channels such as mobile, Web, social sites, kiosks, and e-mail.
- **Integrate:** Deliver more personalized, relevant Web experiences by linking into back-office applications, cloud-based services, and social sites; aggregate disparate systems into a seamless, cohesive experience for users.

IBM Customer Experience Suite V7.0 includes the new IBM WebSphere® Portal Server V7.0. New versions of IBM WebSphere Portal are:

- IBM WebSphere Portal Server V7.0
- IBM WebSphere Portal Enable V7.0
- IBM WebSphere Portal Extend V7.0
- IBM WebSphere Portal Express® V7.0
- IBM WebSphere Portlet Factory V7.0

Key prerequisites

Refer to the [Hardware requirements](#) section for details.

Planned availability date

August 31, 2010: Electronic availability

September 24, 2010: Media availability

Description

IBM Customer Experience Suite V7.0

IBM Customer Experience Suite V7.0 brings together, in a comprehensive offering that organizations need today to consistently, quickly, and easily deliver exceptional customer experiences, including:

- Web content management
- Rich social and real-time communication features
- Robust search
- Commerce integration support
- Analytics support
- Personalization
- Rich media management
- Mobile device support
- Comprehensive integration capability

With IBM Customer Experience Suite V7.0, it is possible to produce differentiated Web experiences, tuned to unique requirements that can leverage existing assets and resources - all to derive increasing value from, and for, an ever-changing and

increasingly Web-savvy populace. IBM Customer Experience Suite V7.0 provides the ability for organizations to better:

- **Create**
 - Business user tools allow for the managing of content, rich media, and documents, and the creation of microsites, portals, and mashups
 - Built-in support included for the creation of globalized, accessible sites
- **Personalize**
 - Dynamically personalize experiences based upon a wide variety of factors, such as identity, clicks, device, browser, social networks, location, or even time of day
 - Increase engagement by creating targeted campaigns and recommendations
 - Allow users to tailor their own experiences through drag and drop
- **Socialize**
 - Built-in social capabilities include user profiles, wikis, blogs, forums, communities, ratings, commenting, polling, surveys, and instant messaging
- **Optimize**
 - Leverage out-of-the-box integration to the leading analytic providers
 - Optimize the Web experience by running A/B and multi-variate tests
- **Realize**
 - Create forms-based applications to support lightweight business processes
 - Integrate with commerce capabilities to support a rich shopping experience
 - Scale to meet the demands of new campaigns, events, or announcements
- **Reach**
 - Adapt content to over 6,000 different mobile device types, including all popular smart phones
 - Syndicate content across the Web, into other online properties, such as social networking sites
- **Integrate**
 - Leverage out-of-the-box connectors and restful services to integrate with existing data sources such as enterprise and desktop applications, social and rich media sites, databases, Web services, widgets, portlets, analytics systems, and more
 - Seamlessly tie together multiple information sources into one user interface via a built-in mashup and Web 2.0 portal framework that ease composite application assembly
 - Encourage reuse through a social catalog

IBM WebSphere Portal V7.0 offering updates

New versions of the following IBM WebSphere Portal offerings are now available:

- IBM WebSphere Portal Server V7.0
- IBM WebSphere Portal Enable V7.0
- IBM WebSphere Portal Extend V7.0
- IBM WebSphere Portal Express V7.0

IBM Customer Experience Suite V7.0 leverages all the IBM WebSphere Portal V7.0 innovations and new features:

- IBM universal hub integration: Unified page presentation service enables the rendering of components developed with different tools and frameworks, such as portlets, iWidgets, feeds, HTML pages, and more.

- Blog and wiki templates: Easily add popular social features with out-of-the-box blog and wiki content templates provided for WebSphere Portal Enable, WebSphere Portal Extend, and WebSphere Portal Express.
- Tagging and rating: Easily empower users to organize and evaluate content using the tagging and rating feature within the page builder theme.
- Virtualization support: Full VMware support for replication of operating systems configured with WebSphere Portal.
- Multiple profile support: Speeds and simplifies administrator's ability to create a portal farm and clustered environment for increased scalability.
- Simplified migration: Moving from WebSphere Portal V6.1 to V7.0 is handled as an in-place software upgrade, eliminating lengthy migration efforts.
- Improvements: Enhanced analytics integration; updated configuration wizard; more detailed error reporting and messages.

IBM WebSphere Portal V7.0 offers significantly increased data protection, scalability, and performance for all its database intensive operations which, based on IBM DB2® technology, is designed to manage data more effectively and efficiently.

IBM WebSphere Portlet Factory V7.0

IBM WebSphere Portlet Factory V7.0 supercharges delivery of custom exceptional Web experiences that require rich, highly interactive user interfaces. New IBM WebSphere Portlet Factory V7.0 features include:

- Expanded support for the latest, advanced Dojo Toolkit user interface widgets and controls
- New theme support for creating applications with dynamic interactivity that eliminate page flicker
- New automation features for rapid construction of fully functional applications from relational databases
- New and enhanced visual application development features
- Improved remote development and deployment support for remote servers running on-premises or in the cloud
- Tighter integration with IBM WebSphere Portal themes
- New support for IBM ILOG® JViews charting components

Section 508 of the U.S. Rehabilitation Act

IBM WebSphere Portlet Factory is capable as of September 24, 2010 , when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A U.S. Section 508 Voluntary Product Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following Web site

http://www.ibm.com/able/product_accessibility/index.html

Availability of national languages

Product description	Language	GA date
IBM Customer Experience Suite v7.0.0	Multilingual (Portuguese, French, Danish, Catalan, Russian, Hebrew, Arabic, Thai, Korean, Chinese - Simplified, Ukrainian,	September 24, 2010

Portal Server v7.0.0

Spanish,
Norwegian
Bokmal,
Portuguese-Brazilian,
Croatian,
German,
Swedish,
Japanese,
Chinese -
Traditional,
Hungarian,
Norwegian
Nynorsk,
English,
Romanian,
Slovenian,
Greek,
Turkish,
Dutch, Czech,
Slovakian,
Italian,
Finnish,
Polish)

Multilingual September 24, 2010
(Portuguese,
French,
Danish,
Catalan,
Russian,
Hebrew,
Arabic, Thai,
Korean,
Chinese -
Simplified,
Ukrainian,
Spanish,
Portuguese-Brazilian,
Croatian,
German,
Swedish,
Japanese,
Chinese -
Traditional,
Hungarian,
Norwegian
Nynorsk,
English,
Romanian,
Slovenian,
Greek,
Turkish,
Dutch, Czech,
Slovakian,
Italian,
Finnish,
Polish)

WP Enable v7.0.0

Multilingual September 24, 2010
(Portuguese,
French,
Danish,
Catalan,
Russian,
Hebrew,
Arabic, Thai,
Korean,
Chinese -
Simplified,
Ukrainian,
Spanish,
Portuguese-Brazilian,
Croatian,
German,
Swedish,
Japanese,

WP Extend v7.0.0

Chinese -
Traditional,
Hungarian,
Norwegian
Nynorsk,
English,
Romanian,
Slovenian,
Greek,
Turkish,
Dutch, Czech,
Slovakian,
Italian,
Finnish,
Polish)
Multilingual September 24, 2010
(Portuguese,
French,
Danish,
Catalan,
Russian,
Hebrew,
Arabic, Thai,
Korean,
Chinese -
Simplified,
Ukrainian,
Spanish,
Portuguese-Brazilian,
Croatian,
German,
Swedish,
Japanese,
Chinese -
Traditional,
Hungarian,
Norwegian
Nynorsk,
English,
Romanian,
Slovenian,
Greek,
Turkish,
Dutch, Czech,
Slovakian,
Italian,
Finnish,
Polish)

WS Portlet Factory v7.0.0

Multilingual September 24, 2010
(French,
Korean,
Chinese -
Simplified,
Spanish,
Portuguese-Brazilian,
German,
Japanese,
Chinese -
Traditional,
English,
Italian)

WebSphere Portal Express
v7.0.0

Multilingual September 24, 2010
(Portuguese,
French,
Danish,
Catalan,
Russian,
Hebrew,
Arabic, Thai,
Korean,
Chinese -
Simplified,
Ukrainian,
Spanish,

Portuguese-Brazilian,
Croatian,
German,
Swedish,
Japanese,
Chinese -
Traditional,
Hungarian,
Norwegian
Nynorsk,
English,
Romanian,
Slovenian,
Greek,
Turkish,
Dutch, Czech,
Slovakian,
Italian,
Finnish,
Polish)

Program number

Program number	VRM	Program name
5725-B42	7.0.0	IBM Customer Experience Suite
5724-E76	7.0.0	IBM WebSphere Portal
5724-E77	7.0.0	IBM WebSphere Portal Express
5724-003	7.0.0	IBM WebSphere Portlet Factory

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training Web site

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

IBM Software Services for Lotus® Education provides education to support many Lotus offerings. For a complete list of offerings visit the Web site at

<http://www.ibm.com/software/lotus/training>

Technical Skills Software Workshop

No-fee technical skills training workshops (English only) for this product are offered to customers and business partners to gain hands-on skills for installing, configuring, operating, and supporting this product. The workshops are ideal for customers and business partners who are in the process of evaluating, or have already purchased it. Workshops are modeled to be 50% to 70% hands-on labs and are continually updated to current product release.

Workshops are delivered in multiple formats, traditional classroom, self-paced (self-study) and instructor led e-learning, all formats have the same content.

Traditional classroom workshops are scheduled and delivered in-person worldwide at IBM and non-IBM locations throughout the year.

Self-paced/self-study workshops enable the student to view the workshop presentations and execute the labs on their own schedule with no travel required.

The presentations have speaker notes and allow the student full control to navigate the information. Students reserve a one week period to run the labs on a remote, supported, live environment. Support is provided through a monitored forum.

Note: A fast Internet connection is required.

For more details on current workshop content, schedules, and to register for any workshop format, visit:

<https://www-304.ibm.com/jct01005c/isv/spc/events/index.jsp>

Offering Information

Product information is available via the Offering Information Web site

<http://www.ibm.com/common/ssi>

Also, visit the Passport Advantage® Web site

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

Publications

No publications are shipped with these products.

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 the latest information on requirements, refer to

<http://www-01.ibm.com/support/docview.wss?rs=1070&uid=swg27007791>

Software requirements

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.

Packaging

IBM WebSphere Portal V7.0 will be distributed via a media package and electronic software distribution (ESD).

IBM WebSphere Portal V7.0 media package is distributed in one package with the following:

- IBM WebSphere Portal V7.0 - Product CDs
- Soft copy product documentation including README files are included on the product CDs

The LI form numbers for IBM WebSphere Portal V7.0 are L-KCAL-86ERVA, L-KCAL-86ENKH, and L-KCAL-85SMYY.

The LI form number for IBM WebSphere Portal Express V7.0 is L-KCAL-85ST29.

The LI form number for IBM WebSphere Portlet Factory V7.0 is L-EROY-86VLPB.

The LI form number for IBM Customer Experience Suite V7.0 is L-RSHR-86BFCZ.

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.

Ordering information

This product is only available via Passport Advantage. It is not available as shrinkwrap.

Product information

Licensed function title	Product group	Product category
IBM Customer Experience Suite for Extranet	websphere Portal	websphere Portal
IBM WebSphere Portal Enable	websphere Portal	websphere Portal
IBM WebSphere Portal Express	websphere Portal	websphere Portal
IBM WebSphere Portal Express Idle Standby Server	websphere Portal	websphere Portal
IBM WebSphere Portal Extend	websphere Portal	websphere Portal
IBM WebSphere Portal Server	websphere Portal	websphere Portal
IBM WebSphere Portlet Factory	websphere Portal	IBM websphere Portlet Factory
IBM WebSphere Portlet Factory Designer	websphere Portal	IBM websphere Portlet Factory Designer
Program name	PID number	Charge unit description
IBM Customer Experience Suite for	5725-B42	Per Processor

Extranet		Value Unit (PVU)
IBM WebSphere Portal Enable	5724-E76	Per Processor Value Unit (PVU)
IBM WebSphere Portal Enable	5724-E76	Per Processor Value Unit for Linux® on System z
IBM WebSphere Portal Express	5724-E77	Per Processor Value Unit (PVU)
IBM WebSphere Portal Express	5724-E77	Per 20 Authorized Users
IBM WebSphere Portal Express Idle Standby Server	5724-E77	Per Install
IBM WebSphere Portal Extend	5724-E76	Per Processor Value Unit for Linux on System z
IBM WebSphere Portal Extend	5724-E76	Per Processor Value Unit (PVU)
IBM WebSphere Portal Server	5724-E76	Per Processor Value Unit for Linux on System z
IBM WebSphere Portal Server	5724-E76	Per 20 Authorized Users
IBM WebSphere Portal Server	5724-E76	Per 20 Authorized Users for Linux on System z
IBM WebSphere Portal Server	5724-E76	Per Processor Value Unit (PVU)
IBM WebSphere Portlet Factory	5724-003	Per Processor Value Unit for Linux on System z
IBM WebSphere Portlet Factory	5724-003	Per Processor Value Unit (PVU)
IBM WebSphere Portlet Factory Designer	5724-003	Per Authorized User for Linux on System z
IBM WebSphere Portlet Factory Designer	5724-003	Per Authorized User

Charge metrics definitions

Authorized User

Authorized User is the unit of measure by which this program is licensed. An Authorized User is an individual (named or unnamed) within or outside of your enterprise. The program may be installed on one or more computers or servers and accessed by the number of users authorized by the Proof of Entitlement (PoE). You must have an entitlement for each Authorized User accessing the program or any program component in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means.

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.

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 Web page 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_specific_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.
- Express and Workgroup programs may be licensed with maximum use terms. In that case, the following applies. The maximum authorized use terms and conditions for PVU licensed IBM Express and Middleware Programs can be found in the IBM Express and Middleware Licensing Guide.

Passport Advantage program licenses

IBM Customer Experience Suite

Part description	Part number
IBM Customer Experience Suite for Extranet	
IBM Customer Experience Suite Extranet per PVU Annual SW S&S Rnw	E0920LL
IBM Customer Experience Suite Extranet per PVU Lic + SW S&S 12 Mo	D0DK5LL
IBM Customer Experience Suite Extranet per PVU SW S&S Reinstall 12 Mo	D0DK6LL

IBM WebSphere Portal

Part description	Part number
IBM WebSphere Portal Enable	

WP Enable Per Processor Value Unit (PVU) Annual SW S&S Rnw1	E024WLL
WP Enable Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D55UCLL
WP Enable Per Processor Value Unit (PVU) SW S&S Reinstall 12 Mo	D55UDLL

IBM WebSphere Portal

Part description	Part number
IBM WebSphere Portal Server	
WP Server Per 20 Authorized Users Annual SW S&S Rnw1	E02VTLL
WP Server Per 20 Authorized Users Lic + SW S&S 12 Mo	D596TLL
WP Server Per 20 Authorized Users SW S&S Reinstall 12 Mo	D596ULL
WP Server Per Processor Value Unit (PVU) Annual SW S&S Rnw1	E02Z1LL
WP Server Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D59FLLL
WP Server Per Processor Value Unit (PVU) SW S&S Reinstall 12 Mo	D59FMLL

IBM WebSphere Portal

Part description	Part number
IBM WebSphere Portal Extend	
WP Extend Per Processor Value Unit (PVU) Annual SW S&S Rnw1	E023RLL
WP Extend Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D55RELL
WP Extend Per Processor Value Unit (PVU) SW S&S Reinstall 12 Mo	D55RFLL

IBM WebSphere Portlet Factory

Part description	Part number
IBM WebSphere Portlet Factory Designer	
IBM WebSphere Portlet Factory Designer Auth User Annual SW S&S Renewal	E08PCLL
IBM WebSphere Portlet Factory Designer Auth User Lic + SW S&S 12 Month	D0CTDLL
IBM WebSphere Portlet Factory Designer Auth User SW S&S Reinstall 12 Mo	D0CTELL

IBM WebSphere Portlet Factory

Part description	Part number
IBM WebSphere Portlet Factory	
IBM WebSphere Portlet Factory Processor Value Unit Annual SW S&S Renewal	E08P9LL
IBM WebSphere Portlet Factory Processor Value Unit Lic + SW S&S 12 Month	D0CT7LL
IBM WebSphere Portlet Factory Processor Value Unit SW S&S Reinstall 12 Mo	D0CT8LL

WebSphere Portal Express

Part description	Part number
IBM WebSphere Portal Express	
WebSphere Portal Express Per 20 Authorized Users Annual SW S&S Rnw1	E035HLL
WebSphere Portal Express Per 20 Authorized Users Lic + SW S&S 12 Mo	D59VKLL

WebSphere Portal Express Per 20 Authorized Users SW S&S Reinstall 12 Mo	D59VLLL
WebSphere Portal Express Per Processor Value Unit (PVU) Annual SW S&S Rnw1	E035GLL
WebSphere Portal Express Per Processor Value Unit (PVU) Lic + SW S&S 12 Mo	D59VHLL
WebSphere Portal Express Per Processor Value Unit (PVU) SW S&S Reinstall 1	D59VILL

WebSphere Portal Express

Part description	Part number
IBM WebSphere Portal Express Idle Standby Server	
WebSphere Portal Express ISS Per Install Annual SW S&S Rnw1	E091ZLL
WebSphere Portal Express ISS Per Install Lic + SW S&S 12 Mo	D0DK3LL
WebSphere Portal Express ISS Per Install SW S&S Reinstall 12 Mo	D0DK4LL

Passport Advantage Trade up licenses

IBM Customer Experience Suite

Precursor product	Trade up product	Part number
IBM Customer Experience Suite for Extranet		
IBM WebSphere Portal Enable	IBM Customer Experience Suite Extr PVU from Enable Trdup Lic + SW S&S 12 Mo	D0ES9LL
IBM WebSphere Portal Extend	IBM Customer Experience Suite Extr PVU from Extend Trdup Lic + SW S&S 12 Mo	D0ESALL
IBM WebSphere Portal Server	IBM Customer Experience Suite Extr PVU from Server Trdup Lic + SW S&S 12 M	D0ESBLL

IBM WebSphere Portal

Precursor product	Trade up product	Part number
IBM WebSphere Portal Extend		
IBM WebSphere Portal Enable	WS Portal Extend PVUfr WP Server PVU Trdup Lic + SW S&S 12 Mo	D59ECLL
IBM WebSphere Portal Server	WS Portal Extend PVUfr WP Xprs/Xprs+ PVU Trdup Lic + SW S&S 12 Mo	D55RHLL
IBM WebSphere Portal Express	WS Portal Extend PVUfr WS Portal Enbl PVU Trdup Lic + SW S&S 12 Mo	D55RGLL

IBM WebSphere Portal

Precursor product	Trade up product	Part number
IBM WebSphere Portal Server		
Qualified Competitor	WP Server PVU from Qualified Competitor PVU Trdup Lic + SW S&S 12 Mo	D03Z2LL
IBM WebSphere Portal Express	WP Srv 20 Auth Users from WP Express 20 Users Trdup Lic + SW S&S 12 Mo	D597CL
IBM WebSphere Portal Express	WebSphere Portal Server PVU from WP Express PVU	D59FPLL

IBM WebSphere Portal

Precursor product	Trade up product	Part number
IBM WebSphere Portal Enable		
IBM WebSphere Portal Server	WS Portal Enable VUfr WS Portal Express VUTrdup Lic + SW S&S 12 Mo	D55UELL
Qualified Competitor	WS Portal Enable VUfr WS Portal Svr VUTrdup Lic + SW S&S 12 Mo	D59E3LL
IBM WebSphere Portal Express	webSphere Enable PVU fr Qualified Competitor PVU Trdup Lic + SW S&S 12 Mo	D03ZALL

Passport Advantage supply

Program name/description	Part number
IBM Customer Experience Ste v7.0.0	
IBM Customer Experience Suite Extranet 7.0 ML Windows® Media Pack	BS09GML
IBM Customer Experience Suite Extranet 7.0 ML AIX® Media Pack	BS09HML
IBM Customer Experience Suite Extranet 7.0 ML IBM i Media Pack	BS09IML
IBM Customer Experience Suite Extranet 7.0 ML Linux on x86 Media Pack	BS09JML
IBM Customer Experience Suite Extranet 7.0 ML Linux on POWER® Media Pack	BS09KML
IBM Customer Experience Suite Extranet 7.0 ML Linux for Sys z Media Pack	BS09LML
IBM Customer Experience Suite Extranet 7.0 ML Solaris SPARC Media Pack	BS09MML
IBM Customer Experience Suite Extranet 7.0 ML Solaris x86 64 Media Pack	BS09NML
Portal Server v7.0.0	
WebSphere Portal Server 7.0 ML Windows Media Pack	BS0A5ML
WebSphere Portal Server 7.0 ML IBM i Media Pack	BS0A7ML
WebSphere Portal Server 7.0 ML Linux on x86 Media Pack	BS0A8ML
WebSphere Portal Server 7.0 ML Linux on POWER Media Pack	BS0A9ML
WebSphere Portal Server 7.0 ML Linux on System z® Media Pack	BS0AAML
WebSphere Portal Server 7.0 ML Solaris on SPARC Media Pack	BS0ABML
WebSphere Portal Server 7.0 ML Solaris x86 64 Media Pack	BS0ACML
WebSphere Portal Server 7.0 ML AIX Media Pack	BS0ADML
WP Enable v7.0.0	
WebSphere Portal Enable 7.0 ML Windows Media Pack	BS09XML
WebSphere Portal Enable 7.0 ML AIX Media Pack	BS09YML
WebSphere Portal Enable 7.0 ML IBM i Media Pack	BS09ZML
WebSphere Portal Enable 7.0 ML Linux on x86 Media Pack	BS0A0ML
WebSphere Portal Enable 7.0 ML Linux on POWER Media Pack	BS0A1ML
WebSphere Portal Enable 7.0 ML Linux on System z Media Pack	BS0A2ML
WebSphere Portal Enable 7.0 ML Solaris on SPARC Media Pack	BS0A3ML
WebSphere Portal Enable 7.0 ML Solaris x86 64 Media Pack	BS0A4ML
WP Extend v7.0.0	
WebSphere Portal Extend 7.0 ML Windows Media Pack	BS09PML
WebSphere Portal Extend 7.0 ML AIX Media Pack	BS09QML
WebSphere Portal Extend 7.0 ML IBM i Media Pack	BS09RML
WebSphere Portal Extend 7.0 ML Linux on x86 Media Pack	BS09SML
WebSphere Portal Extend 7.0 ML Linux on POWER Media	BS09TML

Pack	
WebSphere Portal Extend 7.0 ML Linux on System z Media Pack	BS09UML
WebSphere Portal Extend 7.0 ML Solaris on SPARC Media Pack	BS09VML
WebSphere Portal Extend 7.0 ML Solaris x86 64 Media Pack	BS09WML
WS Portlet Factory V7.0.0	
WS Portlet Factory and WS Portlet Factory Designer 7.0 Media Pack	BS0AHML
WebSphere Portal Express V7.0.0	
WebSphere Portal Express 7.0 ML Windows Media Pack	BS0AEML
WebSphere Portal Express 7.0 ML IBM i Media Pack	BS0AFML
WebSphere Portal Express 7.0 ML Linux on x86 Media Pack	BS0AGML

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.

WS Portlet Factory V7.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM WebSphere Portlet Factory Value Unit	WS Portlet Factory and WS Portlet Factory Designer 7.0 Media Pack	BS0AHML
IBM WebSphere Portlet Factory Value Unit for zSeries®	WS Portlet Factory and WS Portlet Factory Designer 7.0 Media Pack	BS0AHML
WebSphere Portlet Factory Designer Authorized User	WS Portlet Factory and WS Portlet Factory Designer 7.0 Media Pack	BS0AHML
WebSphere Portlet Factory Designer Authorized User Linux for System z	WS Portlet Factory and WS Portlet Factory Designer 7.0 Media Pack	BS0AHML
WebSphere Portlet Factory Processor Value Unit	WS Portlet Factory and WS Portlet Factory Designer 7.0 Media Pack	BS0AHML
WebSphere Portlet Factory Processor Value Unit Linux for System z	WS Portlet Factory and WS Portlet Factory Designer 7.0 Media Pack	BS0AHML

WebSphere Portal Express V7.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM WebSphere Portal Express per 20 Authorized Users	WebSphere Portal Express 7.0 ML Windows Media Pack	BS0AEML
IBM WebSphere Portal Express per 20 Authorized Users	WebSphere Portal Express 7.0 ML Linux on x86 Media Pack	BS0AGML
IBM WebSphere Portal Express per 20 Authorized Users	WebSphere Portal Express 7.0 ML IBM i Media Pack	BS0AFML
IBM WebSphere Portal Express per Value Unit	WebSphere Portal Express 7.0 ML IBM i Media Pack	BS0AFML
IBM WebSphere Portal Express per Value Unit	WebSphere Portal Express 7.0 ML Linux on x86 Media Pack	BS0AGML
IBM WebSphere Portal Express per Value Unit	WebSphere Portal Express 7.0 ML Windows Media Pack	BS0AEML

WP Extend V7.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM WebSphere Portal	WebSphere Portal Extend	BS09WML

Extend per Value Unit	7.0 ML Solaris x86 64 Media Pack	
IBM WebSphere Portal Extend per Value Unit	WebSphere Portal Extend 7.0 ML Linux on x86 Media Pack	BS09SML
IBM WebSphere Portal Extend per Value Unit	WebSphere Portal Extend 7.0 ML Windows Media Pack	BS09PML
IBM WebSphere Portal Extend per Value Unit	WebSphere Portal Extend 7.0 ML Solaris on SPARC Media Pack	BS09VML
IBM WebSphere Portal Extend per Value Unit	WebSphere Portal Extend 7.0 ML IBM i Media Pack	BS09RML
IBM WebSphere Portal Extend per Value Unit	WebSphere Portal Extend 7.0 ML AIX Media Pack	BS09QML
IBM WebSphere Portal Extend per Value Unit	WebSphere Portal Extend 7.0 ML Linux on System z Media Pack	BS09UML
IBM WebSphere Portal Extend per Value Unit	WebSphere Portal Extend 7.0 ML Linux on POWER Media Pack	BS09TML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML AIX Media Pack	BS09QML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML IBM i Media Pack	BS09RML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML Linux on POWER Media Pack	BS09TML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML Linux on System z Media Pack	BS09UML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML Linux on x86 Media Pack	BS09SML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML Solaris x86 64 Media Pack	BS09WML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML Solaris on SPARC Media Pack	BS09VML
IBM WebSphere Portal Extend per Value Unit for Linux on System z	WebSphere Portal Extend 7.0 ML Windows Media Pack	BS09PML

IBM Customer Experience Ste V7.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML Solaris x86 64 Media Pack	BS09NML
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML Linux for Sys z Media Pack	BS09LML
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML Windows Media Pack	BS09GML
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML Solaris SPARC Media Pack	BS09MML
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML IBM i Media Pack	BS09IML
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML AIX Media Pack	BS09HML
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML Linux on x86 Media Pack	BS09JML
IBM Customer Experience Suite for Extranet PA per Processor Value Unit	IBM Customer Experience Suite Extranet 7.0 ML	BS09KML

Processor Value Unit Linux on POWER Media Pack

Portal Server V7.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML Solaris x86 64 Media Pack	BS0ACML
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML Linux on x86 Media Pack	BS0A8ML
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML Windows Media Pack	BS0A5ML
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML Solaris on SPARC Media Pack	BS0ABML
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML IBM i Media Pack	BS0A7ML
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML AIX Media Pack	BS0ADML
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML Linux on System z Media Pack	BS0AAML
IBM WebSphere Portal Server per 20 Authorized Users	WebSphere Portal Server 7.0 ML Linux on POWER Media Pack	BS0A9ML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML AIX Media Pack	BS0ADML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML IBM i Media Pack	BS0A7ML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML Linux on POWER Media Pack	BS0A9ML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML Linux on System z Media Pack	BS0AAML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML Linux on x86 Media Pack	BS0A8ML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML Solaris x86 64 Media Pack	BS0ACML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML Solaris on SPARC Media Pack	BS0ABML
IBM WebSphere Portal Server per 20 Authorized Users Linux on System z	WebSphere Portal Server 7.0 ML Windows Media Pack	BS0A5ML
IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML Solaris x86 64 Media Pack	BS0ACML
IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML Linux on x86 Media Pack	BS0A8ML
IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML Windows Media Pack	BS0A5ML
IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML Solaris on SPARC Media Pack	BS0ABML
IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML IBM i Media Pack	BS0A7ML
IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML AIX Media Pack	BS0ADML
IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML Linux on System z Media Pack	BS0AAML

IBM WebSphere Portal Server per Value Unit	WebSphere Portal Server 7.0 ML Linux on POWER Media Pack	BS0A9ML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML AIX Media Pack	BS0ADML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML IBM i Media Pack	BS0A7ML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML Linux on POWER Media Pack	BS0A9ML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML Linux on System z Media Pack	BS0AAML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML Linux on x86 Media Pack	BS0A8ML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML Solaris x86 64 Media Pack	BS0ACML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML Solaris on SPARC Media Pack	BS0ABML
IBM WebSphere Portal Server per Value Unit for Linux on System z	WebSphere Portal Server 7.0 ML Windows Media Pack	BS0A5ML

WP Enable V7.0.0

Entitled maintenance offerings description	Media packs description	Part number
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML Solaris x86 64 Media Pack	BS0A4ML
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML Linux on x86 Media Pack	BS0A0ML
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML Windows Media Pack	BS09XML
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML Solaris on SPARC Media Pack	BS0A3ML
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML IBM i Media Pack	BS09ZML
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML AIX Media Pack	BS09YML
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML Linux on System z Media Pack	BS0A2ML
IBM WebSphere Portal Enable per Value Unit	WebSphere Portal Enable 7.0 ML Linux on POWER Media Pack	BS0A1ML
IBM WebSphere Portal Enable per Value Unit for Linux on System z	WebSphere Portal Enable 7.0 ML AIX Media Pack	BS09YML
IBM WebSphere Portal Enable per Value Unit for Linux on System z	WebSphere Portal Enable 7.0 ML IBM i Media Pack	BS09ZML
IBM WebSphere Portal Enable per Value Unit for Linux on System z	WebSphere Portal Enable 7.0 ML Linux on POWER Media Pack	BS0A1ML
IBM WebSphere Portal Enable per Value Unit for Linux on System z	WebSphere Portal Enable 7.0 ML Linux on System z Media Pack	BS0A2ML
IBM WebSphere Portal Enable per Value Unit for Linux on System z	WebSphere Portal Enable 7.0 ML Linux on x86 Media Pack	BS0A0ML
IBM WebSphere Portal Enable per Value Unit for Linux on System z	WebSphere Portal Enable 7.0 ML Solaris x86 64 Media Pack	BS0A4ML
IBM WebSphere Portal	WebSphere Portal Enable	BS0A3ML

Enable per Value Unit for	7.0 ML Solaris on SPARC	
Linux on System z	Media Pack	
IBM WebSphere Portal	WebSphere Portal Enable	BS09XML
Enable per Value Unit for	7.0 ML Windows Media Pack	
Linux on System z		

Cross-platform products

Cross-platform product for use on System z

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Cross-platform product for use on System z IFL engines

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IBM WebSphere Portal

Part description	Part number
IBM WebSphere Portal Extend	
WP Extend Per Proc VU for Lin Sys z Annual SW S&S Rnw1	E023SLL
WP Extend Per Proc VU for Lin Sys z Lic + SW S&S 12 Mo	D55RJLL
WP Extend Per Proc VU for Lin Sys z SW S&S Reinstate 12 Mo	D55RKLL

IBM WebSphere Portal

Part description	Part number
IBM WebSphere Portal Server	
WP Server Per 20 Auth U Lin on Sys z Annual SW S&S Rnw1	E02VVLL
WP Server Per 20 Auth U Lin on Sys z Lic + SW S&S 12 Mo	D596YLL
WP Server Per 20 Auth U Lin on Sys z SW S&S Reinstate 12 Mo	D596ZLL
WP Server Per Proc VU for Lin Sys z Annual SW S&S Rnw1	E02Z5LL
WP Server Per Proc VU for Lin Sys z Lic + SW S&S 12 Mo	D59FULL
WP Server Per Proc VU for Lin Sys z SW S&S Reinstate 12 Mo	D59FYLL

IBM WebSphere Portal

Part description	Part number
IBM WebSphere Portal Enable	
WP Enable Per Proc VU for Lin Sys z Annual SW S&S Rnw1	E024XLL
WP Enable Per Proc VU for Lin Sys z Lic + SW S&S 12 Mo	D55UHLL
WP Enable Per Proc VU for Lin Sys z SW S&S Reinstate 12 Mo	D55UILL

IBM WebSphere Portlet Factory

Part description	Part number
IBM WebSphere Portlet Factory	
IBM WebSphere Portlet Factory PVU Linux for System z Annual SW S&S Rnw1	E08PALL

IBM WebSphere Portlet Factory PVU Linux for System z Lic + SW S&S 12 Month	D0CT9LL
IBM WebSphere Portlet Factory PVU Linux for System z SW S&S Reinstate 12 Mo	D0CTALL

IBM WebSphere Portlet Factory

Part description	Part number
IBM WebSphere Portlet Factory Designer	
IBM WS Portlet Factory Designer AU Linux for System z Annual SW S&S Rnw1	E08PBLL
IBM WS Portlet Factory Designer AU Linux for System z Lic + SW S&S 12 Mo	D0CTBLL
IBM WS Portlet Factory Designer AU Linux for System z SW S&S Reinst 12 Mo	D0CTCLL

Trade-up licenses for cross platform products

IBM WebSphere Portal

Precursor product	Trade-up product	Part number
IBM WebSphere Portal Enable		
IBM WebSphere Portal Express	WPE Lx Sys z PVU fr Qual Competitor Lx Sys z PVU Trdup Lic + SW S&S 12 Mo	D03ZBLL
IBM WebSphere Portal Server	WS Portal Enable VULin on z fr WP Svr VULin on z Trdup Lic + SW S&S 12 Mo	D59EBLL
Qualified Competitor	WS Portal Enable VUZLnx fr WP Express VUTrdup Lic + SW S&S 12 Mo	D55UJLL

IBM WebSphere Portal

Precursor product	Trade-up product	Part number
IBM WebSphere Portal Server		
Qualified Competitor	WP Svr for Lx z PVU fr Qualified Competitor Lz PVU Trdup Lic + SW S&S 12 Mo	D03Z3LL

IBM WebSphere Portal

Precursor product	Trade-up product	Part number
IBM WebSphere Portal Extend		
IBM WebSphere Portal Express	WP Ext PVU Lin on z from WP Server PVU Lin on z Trdup Lic + SW S&S 12 Mo	D59EDLL
IBM WebSphere Portal Express	WS Portal Ext PVU Linz fr WP Expres/Xprs+ Trdup Lic + SW S&S 12 Mo	D55RMLL
IBM WebSphere Portal Enable	WS Portal Ext PVU Linz fr Wsp Enable Linz Trdup Lic + SW S&S 12 Mo	D55RLLL

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