



Announce date: March 25, 2003

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## IBM @server AIX Version 4.3.3 Withdrawal

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### Overview

Today, IBM announces withdrawal from marketing, effective June 30, 2003, of AIX® Version 4.3.3 and associated product features, including:

- Programs licensed under the IBM International Program License Agreement (IPLA)
- All programs and features from the AIX v4.3 System Program Order (5692-AIX)
- Charge features from the IBM Software Subscription for AIX (5692-SSO)
- Programs and supply features from the AIX 5L™ v5.1 System Program Order (5692-A5L)
- Supply features from the maintenance programs
- WebSphere® MQ pSeries™ OTC features and maintenance programs
- WebSphere Partner Agreement Products and Features

### Programs withdrawn and associated features:

<u>Program Name</u>	<u>Program Number</u>	<u>Version</u>
AIX System Program Order (SPO)*	5692-AIX	All
AIXlink/X.25	5696-926	1
AIX Version 4.3	5765-C34	4
RS/6000® Operating Environment for CATIA	5765-E52	2
LoadLeveler® for AIX	5765-D61	2
GPFS for AIX	5765-B95	1
HACMP for AIX	5765-E54	4.4
HAGEO/GeoRM	5765-E82	2.3
PSSP for AIX	5765-D51	3.4
Parallel Environment for AIX	5765-D93	3.1
ESSL for AIX	5765-C42	3.2
Parallel ESSL for AIX	5765-C41	2.2

\* After June 30, 2003, software products that ship media under the AIX v4.3 SPO can no longer obtain media shipments for those products. If these software products are also available on AIX 5L, then media can be obtained for these products after upgrading to AIX 5L Version 5.1 or 5.2.

## Services Withdrawals:

Installation support, field support, direct customer support and program services will be withdrawn on the following date:

<u>Description</u>	<u>Withdrawal Date</u>
AIX Version 4.3	December 31, 2003

For AIX v4.3, a limited fee-based extension providing installation support, field support, direct customer support and program services will be available beginning January 1, 2004 and ending no sooner than December 31, 2004.

AIX Version 4.3 is replaced by AIX 5L Versions 5.1 and 5.2. For detailed information, refer to Software Announcements 201-090, dated April 17, 2001 and 202-270, dated October 8, 2002. The AIX Version 4.3 Bonus Pack has been replaced by AIX 5L Expansion and Bonus Packs.

## Replacement Product Information:

<u>Program Name</u>	<u>Ver.#</u>	<u>Program Number</u>	<u>Replacement Program</u>	<u>Ver.#</u>	<u>Program Number</u>
AIX v4.3	4.3	5765-C34	AIX 5L for POWER	5.1	5765-E61
AIX v4.3	4.3	5765-C34	AIX 5L for POWER	5.2	5765-E62
AIXlink/X.25	1.1	5696-926	AIXlink/X.25	2.0	5765-E85
LoadLeveler	2.2	5765-D61	LoadLeveler	3.1	5765-E69
GPFS	1.5	5765-B95	GPFS	2.1	5765-F64
HACMP	4.4	5765-E54	HACMP	4.5	5765-E54
HAGEO/GeoRM	2.3	5765-E82	HAGEO/GeoRM	2.4	5765-E82
PSSP	3.4	5765-D51	PSSP	3.5	5765-D51
Parallel Environment	3.1	5765-D93	Parallel Environment	3.2	5765-D93
ESSL	3.2	5765-C42	ESSL	3.3	5765-C42
Parallel ESSL	2.2	5765-C41	Parallel ESSL	2.3	5765-C41

AIX 5L is IBM's latest generation UNIX® operating system, providing enterprise-class support for IBM @server™ pSeries, IBM RS/6000 and IntelliStation® POWER systems. It includes open technologies from some of the world's top providers and features an extensive set of tools for Linux® affinity.

### AIX 5L:

- Provides an industrial-strength UNIX operating system with increased levels of integration, flexibility, and performance for meeting the high demands of today's mission-critical e-business applications
- Offers an advanced operating system with a strong affinity with Linux and built-in capabilities designed to accommodate future IBM POWER Architecture™-based servers.

All prices referenced in this document are US List Prices as of March 25, 2003. Prices are subject to change without notice and reseller prices may vary.

## Questions & Answers

### **AIX Version 4.3.3 Withdrawal**

#### **Q1: Why is IBM withdrawing AIX Version 4.3.3?**

A1: AIX v4.3.3 is a mature product and has reached the end of its lifecycle. AIX v4.3.3 has received no functional enhancements since 2000 and presently accounts for less than 15% of AIX licenses installed. AIX v4.3.3 will not run on systems with POWER4™ microprocessors. AIX v4.3.3 has been replaced by AIX 5L v5.1 and v5.2, both of which contain substantial functional enhancements and support POWER4 processor-based systems. Furthermore, application migration and development efforts by our ISVs (independent software vendor) are focused on AIX 5L. ISVs have indicated that they will support only two releases of AIX at any given time.

#### **Q2: My customer needs support beyond December 31, 2003. What is the process for establishing extended support?**

A2: Defect support for AIX v4.3.3 beyond December 31, 2003 will require a fee-based extended service contract. An extended service contract will be offered for a term of one year. Software support contact numbers are available at:

<http://techsupport.services.ibm.com/guides/handbook.html>.

In addition, a list of worldwide IBM contacts by country is available at:

<http://www.ibm.com/planetwide/>.

A reference document with information and instructions will be posted to the Systems Sales and PartnerWorld® Web sites (<http://w3.ibm.com/sales/systems/pseries> or <http://www.ibm.com/partnerworld/sales/systems/pseries>) prior to December 31, 2003.

#### **Q3: What is the price of extended support?**

A3: Extended support will be priced according to the type of server and the number of active processors running AIX v4.3.3. Final extended support pricing for AIX v4.3.3 will be released prior to December 31, 2003, the date at which normal IBM support ends. If you require extended support pricing prior to December 2003, contact the special bid desk in your geography.

#### **Q4: Is extended support available on a per-call basis?**

A4: No. Extended support will be offered on an annual basis only. See Answer A2.

#### **Q5: Does extended support differ from current SupportLine support?**

A5: Yes. Extended support is more limited in scope than normal defect support. The primary differences between extended support for AIX v4.3.3 and standard SupportLine services are:

- Only Severity 1 and Severity 2 problems will be routed to Level 3 support
- Level 3 will work those suspected defects only during normal business hours (8:00 AM - 5:00 PM CST, Monday - Friday, excluding IBM holidays). 24x7 defect resolution support is not available.
- Severity 3 and Severity 4 defects will not be handed by Level 3 support
- On-site assistance is not available
- IBM will perform a limited amount of testing

Calls will be accepted on a 24x7 basis. Call personnel will provide telephone support for installation and operation questions and will answer Severity 3 and Severity 4 suspected defects that are either operational problems or known defects.

**Q6: If a new AIX v4.3.3 defect is discovered during the extended support period, will IBM provide a fix for the problem?**

A6: Under extended support for AIX v4.3.3, only reported problems will be worked by IBM. In response to problem reports, IBM will determine an appropriate resolution, which may include patches, workarounds, fixes or cumulative fixes.

**Q7: My customer needs support for AIX 5L and extended support for AIX v4.3.3. Is a contract available with both types of support?**

A7: No. Normal IBM defect support for AIX 5L is available into mid-2007 (depending on version), so a separate defect agreement is not needed. Remote technical support for AIX 5L is available through Software Maintenance for AIX Operating Systems (SWMA). However, normal IBM defect support for AIX v4.3.3 ends December 31, 2003. If defect support for AIX v4.3.3 is needed past that date, a separate extended support contract is necessary.

**Q8: My customer is implementing an applications rollout of pSeries or RS/6000 systems using AIX v4.3.3. How can they obtain AIX v4.3.3 licenses and media after June 30, 2003?**

A8: IBM will withdraw AIX v4.3.3 from marketing, effective June 30, 2003. IBM sales representatives and IBM Business Partners should be actively communicating this date to customers and working to ensure that coverage plans are in place. Requirements for customers who have incomplete rollouts will be handled on an exception basis. An instruction sheet for use by IBM personnel and IBM Business Partners will be posted to the Systems Sales and PartnerWorld Web sites (<http://w3.ibm.com/sales/systems/pseries> or <http://www.ibm.com/partnerworld/sales/systems/pseries>) before June 30, 2003.

**Q9: Will the support components of Software Maintenance for AIX Operating Systems contracts established prior to June 30, 2003, for systems running AIX v4.3.3 provide AIX v4.3.3 technical support for the duration of the one-year (5771-SPT) or three-year (5773-SPT) contract periods?**

A9: Yes. Remote technical support will be provided for the term of the one-year and three-year contract periods.

**Q10: Whom can my customer contact for assistance in planning for an upgrade from AIX v4.3.3 to AIX 5L v5.1 or v5.2?**

A10: Customers should contact their IBM sales representative or IBM Business Partner to obtain the information that they need to plan an upgrade from AIX v4.3.3 to AIX 5L. See Answer A12 for upgrade entitlement information. In addition, customers who need technical information may refer to the **AIX v4.3 to 5L Migration Guide**, to be available as publication number SG24-692400 in April, 2003. A draft version of this document (“Redpiece”) is available at <http://www.redbooks.ibm.com>.

**Q11: My customer wants to upgrade from AIX v4.3.3 to AIX 5L, but does not have an IBM Enhanced AIX Operating System Subscription (EAS) or IBM Software Subscription for AIX (SSO) agreement. What are the choices?**

A11: Prior to July 31, 2003, your customer has two choices. They can purchase Software Maintenance for AIX plus the After-license Fee or they can purchase EAS including the After-license Fee. The US List Price for EAS plus the After-license Fee is \$413<sup>1</sup> per processor for a one-year extension. Once they have EAS or SWMA, they are entitled to the new release of AIX. After July 31, 2003, your customer will need to order SWMA and the After-license Fee.

1- All price information is based on U.S. List Prices as of March 25, 2003. Prices are subject to change without notice. Reseller prices may vary.



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