

January: Support Website Transition

Customers will be redirected to use the IBM.com website in place of the existing <http://support.cognos.com/support> site to do certain things:

What WILL Change in January	What WON'T Change in January
<p data-bbox="53 522 477 565">Begin using IBM.com to:</p> <ul data-bbox="119 579 959 1143" style="list-style-type: none"> <li data-bbox="119 579 959 765">• Search the Knowledge base for solutions to your questions. As of January 2009, all of the Cognos knowledge base content will be searchable and accessible on IBM.com <li data-bbox="119 779 910 822">• Leverage the proven practice documents <li data-bbox="119 836 672 879">• Access & read Supportlink <li data-bbox="119 893 797 936">• Download product documentation <li data-bbox="119 951 959 993">• Join various Cognos and IBM communities <li data-bbox="119 1008 607 1051">• Subscribe to RSS feeds <li data-bbox="119 1065 959 1143">• Access the IBM Cognos Support Plans and User Guide books 	<p data-bbox="997 522 1810 565">Continue using http://support.cognos.com to:</p> <ul data-bbox="1064 579 1862 1136" style="list-style-type: none"> <li data-bbox="1064 579 1862 722">• Log and manage your support cases (insert link https://support.cognos.com/insight) <li data-bbox="1064 736 1862 879">• Obtain product downloads (http://support.cognos.com/en/support/index.html) <li data-bbox="1064 893 1862 1136">• Continue to contact IBM Cognos support via the same emails and phone numbers (link to http://support.cognos.com/en/support/about/contact.html)





Introduction to IBM.com

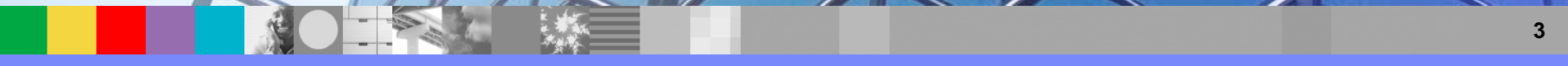
Anna Lynch

Program Director, Knowledge Management
and Support Services



Agenda

- Where does Cognos fit within IBM?
- Navigational paths to Information Management Support



Where Cognos Fits Within IBM

Customer & Product Profitability Financial Risk Insight Workforce Optimization Dynamic Supply Chain Multi-Channel Marketing

Business Optimization

Better Business Outcomes

Cognos
software



Plan, understand and optimize business performance



Establish and maintain an accurate, trusted view of information



Manage data and content over its lifetime and as part of processes



www.ibm.com

The screenshot shows the IBM website homepage. At the top left is the IBM logo. To the right, there are links for "United States [change]" and "[Canada]". Below this is a navigation bar with links for "Home", "Solutions", "Services", "Products", "Support & downloads", and "My IBM". The main content area features a large banner with the text "Only 18% of U.S. students follow the traditional path of education" and a sub-headline "Learn more about what the other 82% are doing". Below the banner are three smaller promotional tiles: "Education today: out of the classroom, beyond the report card", "Migrate to a mainframe. And move ahead with IBM.", and "IT manage or blocking". At the bottom, there is a news ticker that reads "IBM News: Finanz Informatik bets on IBM for their data center".

IBM®

United States [change] [Canada]

Home Solutions Services Products Support & downloads My IBM

Only 18% of U.S. students follow the traditional path of education

→ Learn more about what the other 82% are doing

Education today: out of the classroom, beyond the report card

Migrate to a mainframe. And move ahead with IBM.

IT manage or blocking

IBM News: Finanz Informatik bets on IBM for their data center



Navigational Paths to Information Management Support

The screenshot shows the IBM website navigation bar with the following menu items: Home, Solutions, Services, Products, Support & downloads, and My IBM. The 'Products' and 'Support & downloads' menus are circled in green. Arrows point from these circles to their respective dropdown menus. In the 'Products' dropdown, 'Software' is highlighted, and 'Information Management' is highlighted under the 'Software' sub-menu. In the 'Support & downloads' dropdown, 'Support by product' is highlighted, and 'Software' is highlighted under the 'Support by product' sub-menu. The 'Software' sub-menu under 'Support by product' lists: Systems, System storage, Printing systems from InfoPrint, and Lenovo ThinkPads and ThinkCentres.

- Home
- Solutions
- Services
- Products
- Support & downloads
- My IBM

Products dropdown:

- Special offers
- Software
- Storage
- Systems & servers
- Other hardware
- Semiconductors
- Point of sale
- Printing systems from InfoPrint
- Workstations
- IBM Certified Used Equipment
- Upgrades, accessories & parts
- Lenovo ThinkPads and ThinkCentres
- Products for medium business
- More

Software sub-menu:

- All software
- Software by category
- Trials and demos
- Information Management
- Lotus
- Rational
- Tivoli
- WebSphere
- System z software
- Software A to Z

Support & downloads dropdown:

- Downloads
- Troubleshooting
- Search
- Documentation
- Forums & communities
- Plan
- Install
- Use
- Open a service request
- Support by product
- More

Support by product sub-menu:

- Software
- Systems
- System storage
- Printing systems from InfoPrint
- Lenovo ThinkPads and ThinkCentres

Navigational Paths to Information Management Support

The screenshot shows the IBM website navigation bar with the following menu items: Home, Solutions, Services, Products, Support & downloads, and My IBM. The 'Products' and 'Support & downloads' menus are highlighted with green and grey ovals, respectively. A green arrow points from the 'Products' menu to the 'Information Management' option in the sub-menu. A grey arrow points from the 'Support & downloads' menu to the 'Support by product' sub-menu, which then points to the 'Software' sub-menu, which finally points to the 'Information Management' option.

Products Menu:

- Special offers
- Software
- Storage
- Systems & servers
- Other hardware
- Semiconductors
- Point of sale
- Printing systems from InfoPrint
- Workstations
- IBM Certified Used Equipment
- Upgrades, accessories & parts
- Lenovo ThinkPads and ThinkCentres
- Products for medium business
- More

Software Sub-menu:

- All software
- Software by category
- Trials and demos
- Information Management
- Lotus
- Rational
- Tivoli
- WebSphere
- System z software
- Software A to Z

Support & downloads Menu:

- Downloads
- Troubleshooting
- Search
- Documentation
- Forums & communities
- Plan
- Install
- Use
- Open a service request

Support by product Sub-menu:

- Software
- Systems
- System storage
- Printing systems from InfoPrint
- Lenovo ThinkPads and ThinkCentres

Products > Software > Information Management

Home Solutions > Services > Products > Support & downloads > My IBM >

Software > Information Management >

Information Management

Products

Services

Downloads

Library

Case studies

News

Training and certification

Events

Support

Communities

Information Management

Information Agenda Imperative
Turning information into a competitive advantage.

→ View the webcast

IBM Data Champion

What we offer

Data Management

Manage business data and support operational and analytic applications with powerful data servers.

Enterprise Content Management

Helps organizations managing content, optimize business processes and enable compliance.

Business Intelligence and Financial Performance Management

Create and administer reports, scorecards, plans & forecasts with data from multiple sources.

Information Integration and Master Data Management

Real-time access to business information and an enterprise-wide view of their critical business data.

Express Middleware

Easy to install, fast to deploy products for small and medium businesses.

Why Information Management

Only IBM Information Management



Products > Software > Information Management > Support

Information Management support

Overview

Welcome to Information Management support, your technical resource gateway. Use the support task navigator to find the information you need.

Choose from one of the following Information Management products:

Select a category

Select one

Search Information Management support

Your focused search in Information Management support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

Information Management support

- Overview
- Download
- Troubleshoot
- Search
- Documentation
- Forums & Communities
- Plan
- Install
- Use
- Open service request
- Assistance

Additional support links

News

- [IBM Cognos Support Communications](#)
- [IBM Optim Support Communications](#)
- [IBM News and Subscriptions](#)

Featured

- [New to IBM Information Management](#)
- [developerWorks for Information Management](#)



Products > Software > Information Management > BI & FPM

Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾

Business Intelligence and Financial Performance Management

Products

Solutions

Services

Library

Success stories

Training and certification

Related links

- Partners
- Cognos Support

Software > Information Management >

Business Intelligence and Financial Performance Management

Cognos software, services, best practices and support

Reports, plans and scorecards
come together for better
Performance Management.

[LEARN MORE](#)

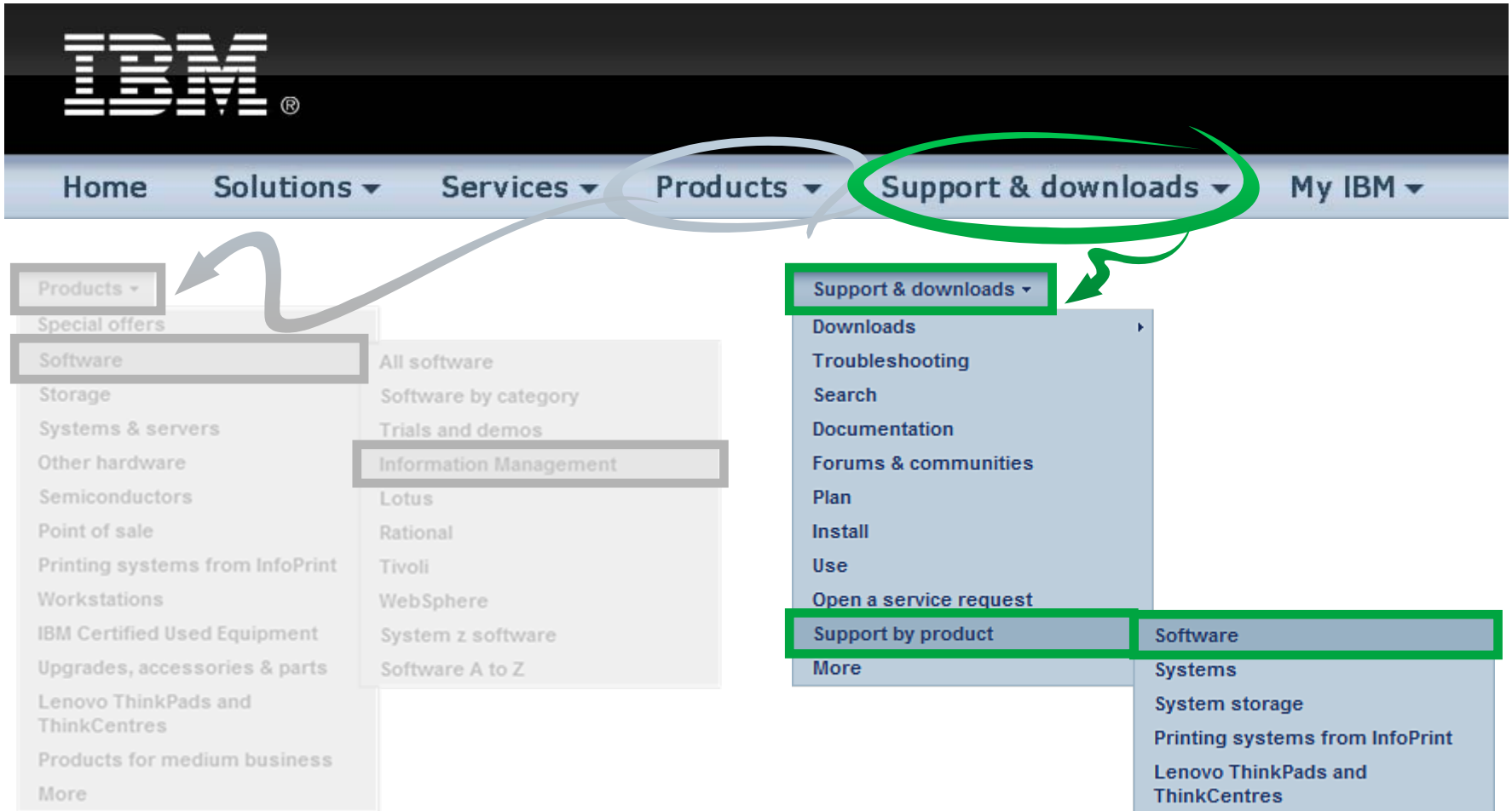
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Why IBM

More than 23,000 leading companies and organizations around the world choose IBM Cognos business intelligence and financial performance management. Cognos software and services can help you deliver your information on demand



Navigational Paths to Information Management Support



Support & Downloads > Support by product > Software

Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾

Software

Products

Services

Downloads

Library

News

Training and certification

Events

Support

Software >

Software support

Overview

Welcome to IBM support, your technical resource gateway. Use the support task navigator to find the information you need.

Navigate to a brand or product Support page

Select a brand and/or product:

Select one ▾ ➔

Select one

Information Management

Lotus

Rational

Tivoli

WebSphere

Other software

Enter search terms

➔

Software Support

Overview

Download

Troubleshoot

Search

Documentation

Forums & Communities

Plan

Install

Use

Open service request

Assistance

Related links

- IBM Business Partners
- ISVs
- Developers



Support & Downloads > Support by product > Software > Information Management

Information Management support

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Information Management support

- Overview
- Download
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- Plan
- Install
- Use
- Open service request
- Assistance

Additional support links

News

- [IBM Cognos Support Communications](#)
- [IBM Optim Support Communications](#)
- [IBM News and Subscriptions](#)

Featured

- [New to IBM Information Management](#)
- [developerWorks for Information Management](#)



An Example of Individual Product Pages

Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾

FileNet Content Manager

Features and benefits

System requirements

Library

Success stories

News

How to buy

Events

Training and certification

Support

Software > Information Management > Enterprise Content Management >

FileNet Content Manager Support

Overview

Welcome to FileNet Content Manager support, your technical resource gateway. Use the support task navigator to find the information you need.

Search FileNet Content Manager support

Your focused search in FileNet Content Manager support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms

➔

Flash 12 Aug, 2008: Hardware/Software Requirements for FileNet Products

Flash 20 Jun, 2008: MustGather: Data needed to begin troubleshooting IBM FileNet Product Family products

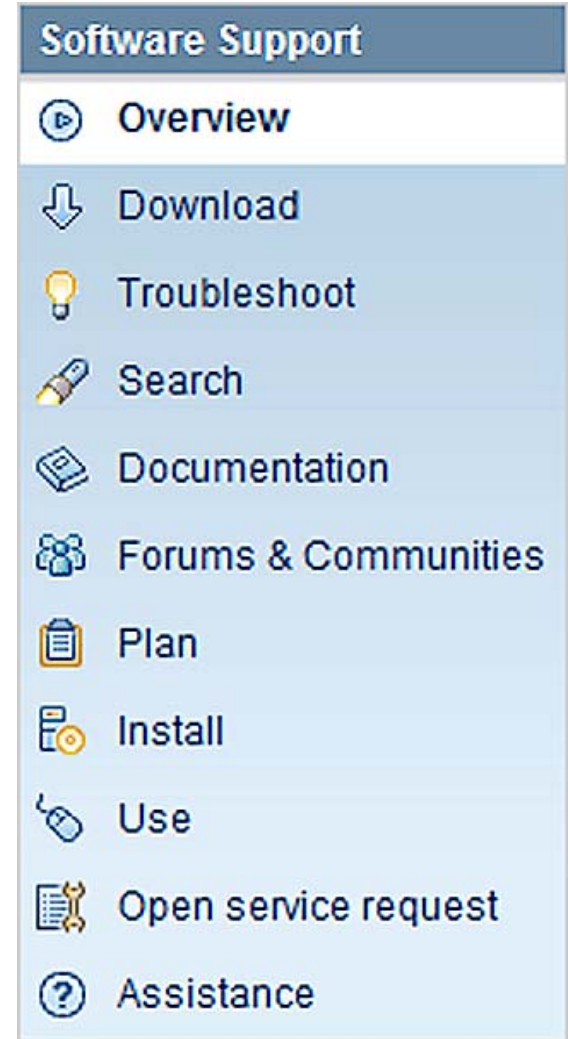
FileNet Content Manager support

- ▶ Overview
- ↓ Download
- 💡 Troubleshoot
- 🔧 Search
- 📖 Documentation
- 👥 Forums & Communities
- 📅 Plan
- 📦 Install
- 🔗 Open service request
- ❓ Assistance



Explanation of what's in the blue box

- **Download**
 - Interim fixes and fix packs
- **Troubleshoot**
 - Technotes for solutions to issues
 - APARs for fixes in progress
- **Search**
 - just for that product
- **Documentation**
 - Information Centers, documentation etc.
- **Forums & Communities**
- **Plan**
 - Product Lifecycle detail information for all software
 - Detailed system requirements
- **Install**
- **Use**
- **Open Service Request**
 - Online service request tool
- **Assistance**



Search Options

Software > Information Management > Enterprise Content Management >

FileNet Content Manager Support

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Welcome to FileNet Content Manager support, your technical resource gateway. Use the support task navigator to find the information you need.

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Enter search terms

FileNet Content Manager support

- Overview
- Download
- Troubleshoot
- Search**
- Documentation
- Forums & Communities
- Plan
- Install
- Open service request
- Assistance

Stay informed

Subscribe to receive support notifications

My notifications

System availability

→ Last updated

October-21-08 10:00:00 PM

Support feedback

Help us improve online software support

Flash: What's New on Content Manager Support

Flash 3 Oct, 2008: ECM Upgrade and Installation (UI) Support Services

Flash 22 Sep, 2008: IBM Support Assistant (ISA) - IBM FileNet P8 Content Engine add-ons available

[\[View all Flashes\]](#)



Search By Document Type



- Technotes
- Product documentation
- Diagnostic tools

Results		
Technical support Information centers Publications		
1 - 10 of 10 items found*		Modified date
1.	IBM Cognos 8 Framework Manager This diagnostic will retrieve system and product information about IBM Cognos 8 Framework Manager [More items like this found in Data Warehousing, Business Intelligence & Analysis]	2008-10-27
2.	IBM Cognos ReportNet Diagnostic To retrieve system and product information about IBM Cognos ReportNet [More items like this found in Data Warehousing, Business Intelligence & Analysis] [This item's topic: Problem Determination]	2008-10-27
3.	IBM Cognos ReportNet Content Store Diagnostic To retrieve content store database information [More items like this found in Data Warehousing, Business Intelligence & Analysis] [This item's topic: Problem Determination]	2008-10-27
4.	IBM Cognos 8 BI Content Store Diagnostic To retrieve content store database information [More items like this found in Data Warehousing, Business Intelligence & Analysis] [This item's topic: Problem Determination]	2008-10-27
5.	IBM Cognos 8 BI Diagnostic To retrieve system and product information about IBM® Cognos® 8 BI [More items like this found in Data Warehousing, Business Intelligence & Analysis] [This item's topic: Problem Determination]	2008-10-27
6.	IBM Cognos 8 BI Health Check Diagnostic Checks the versions of installed products that are used by IBM Cognos 8 BI and tell you if they have been tested by IBM [More items like this found in Data Warehousing, Business Intelligence & Analysis] [This item's topic: Problem Determination]	2008-10-27



Masthead search now includes Information Centers



- To overcome the inconsistent search experience, another Get Consistent effort to consolidate search
- Masthead searches (top right search box on all IBM pages) now retrieve relevant technical information from Information Centers and .pdf versions of publications
- When search results display, a new Documentation field narrows the results to display Information Centers and .pdf publications
- Process to enable this search is ongoing. All Information Centers are not yet available

Search:
 WpSphere Performance **Additional searches**
 United States Worldwide
 → Advanced search → Search tips
 . Documentation
 . Technical support
 . Downloads & drivers

websphere performance:
Limit your search by category:

- 1 - 10 of 86,784 results | [Next >](#)
1. **IBM Course description: WebSphere Performance Tools and Methodology Workshop - IT...**
 Course description **WebSphere Performance** Tools and Methodology Workshop ... links Course description: **WebSphere Performance** Tools and Methodology Workshop
 URL: <http://www-304.ibm.com/ict03001c/services/learning/i...>
 2. **IBM Course description: Maximizing WebSphere Performance on z/OS - IBM Training - ...**
 Course description Maximizing **WebSphere Performance** on z/OS ... description: Maximizing **WebSphere Performance** on z/OS Course code Skill
 URL: <http://www-304.ibm.com/ict03001c/services/learning/i...>
 3. **Meet the experts: Stacy Joines and Gary Hunt on WebSphere performance**
 This question and answer article features two **WebSphere performance** experts, Stacy Joines on **WebSphere performance**, and Gary Hunt on **WebSphere** Business Integration Server Foundation V5.1 and
 URL: <http://www.ibm.com/developerworks/websphere/library/...>
 4. **Solving performance degradation problems in WebSphere applications**
 Learn how to diagnose **WebSphere** Commerce throughput problems during system verification testing (SVT) and how to solve them to improve **performance**.
 URL: <http://www.ibm.com/developerworks/websphere/library/...>
 5. **Configuring and tuning WebSphere MQ for performance on Windows and UNIX**
 The default configuration for a **WebSphere** MQ queue manager functions well with average processing loads, but is not optimised for **performance**. This article shows you how to optimize message processing performance.



Search FileNet Content Manager support

Your focused search in FileNet Content Manager support can be refined on the results page. You can also access advanced options by choosing Search in the support task navigator.

Enter search terms



What else is on a product support page?

Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾
Welcome [[IBM Sign in](#)] [[Register](#)]

FileNet Content Manager

- Features and benefits
- System requirements
- Library
- Success stories
- News
- How to buy
- Events
- Training and certification
- Support

Software > Information Management > Enterprise Content Management >

FileNet Content Manager Support

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Enter search terms

→

FileNet Content Manager support

- [Overview](#)
- [Download](#)
- [Troubleshoot](#)
- [Search](#)
- [Documentation](#)
- [Forums & Communities](#)

Stay informed

Subscribe to receive support notifications

[My notifications](#)

System availability

→ Last updated

October-21-08 10:00:00 PM

Related solutions

- Industry Solutions

Flash: What's New on Content Manager

Flash 3 Oct, 2008: ECM Upgrade a

Flash 22 Sep, 2008: IBM Support A Content Engine add-ons available

[\[View all Flashes\]](#)

Additional support links

News

- [IBM FileNet Product Support Page Consolidation](#)

Stay up to date

- [RSS feeds of support content](#)
- [Request e-mail updates](#)

Support tools

- [Product Support Lifecycle](#)
- [IBM Support Assistant](#)
- [Software Support Toolbar](#)
- [Software Support Handbook](#)

Related

- [New to IBM Information Management](#)

Buying and managing support

- [Support Offerings](#)
- [Why renew your Support?](#)
- [Software Subscription and Support](#)

Browse by document type

- [IBM Redbooks](#)
- [Technotes](#)



Tools Quick Reference page

(<http://www-01.ibm.com/software/support/supportresources.html>)

- [Software Support Tools page](#) lists some of the self-assist tools
- Provides a short description and full set of linked information for each tool
- Purpose – to help clients understand the purpose of our tools and have quick access to download or read more
- More tools to be added and the interface will change based on recommendations from IBM architects
- Link to this page from:
 - SWG Toolbar
 - SWG Support Handbook
 - Get Consistent pages (to come)
 - And more . . .

Software >

Software support

IBM Software Support Resources



Information Management **Lotus** **Rational** **Tivoli** **WebSphere**

IBM works hard to ensure you have a variety of effective software support tools and resources.

Use the links on this page to learn more about support tools and resources.

What else do we offer? An expanded, printable Tri-fold version of this information is available. [Download now.](#)

Search and Navigation

IBM Software Support Toolbar

✓ ★ [Home](#) [FAQs](#) [Feedback](#)
 To install, click the Browser you are currently running: [Internet Explorer](#) [Firefox](#)

The toolbar includes predefined links to the most useful software support information for IBM Brands as well as a powerful Search capabilities. This customizable tool supports both Firefox and Internet Explorer browsers.

IBM Workplace for Customer Support

★ [Home](#) [Login](#) [Video](#)

IWCS is a personalized support portal you can customize for your IBM products. Available only to Premium Support customers.

Education and Documentation

IBM Education Assistant

✓ ★ [Home](#) [Video](#)

Select your Brand for available media



➔ For IBM systems and servers (and related software) [[Click here](#)]



SWG Support Toolbar



- <http://www-01.ibm.com/software/support/toolbar/index.html?ibmsst=ibmTbMenu>
- Search: enter your search term(s) and hit the "Enter" key, or click the Search button for more options. By default (just hitting the "Enter" key), your search will query multiple IBM Support resources.

Need specific results for a specific brand? Scroll to your brand and select from the sub-menu.
- The All Support button contains the most important set of links when it comes to IBM Software Support. Here you will find an array of information and tools that will help your online support experience.

- FileNet Content Manager
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Software > Information Management > Enterprise Content Management >

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Flash 3 Oct, 2008: ECM Upgrade and Installation (U/I) Support Services

Flash 22 Sep, 2008: IBM Support Assistant (ISA) - IBM FileNet P8 Content Engine add-ons available

[\[View all Flashes\]](#)

Additional support links

News

- [IBM FileNet Product Support Page Consolidation](#)
- [What's New on Content Manager Support](#)
- [What's New on Image Services Support](#)

[\[View all News\]](#)

Stay up to date

- [PSS/ISG W support console](#)
- [Content Manager](#)

Related

- [New to IBM Information Management](#)
- [Application Connector for SAP R/3](#)
- [Connectors for Microsoft Sharepoint](#)
- [Document Publisher](#)
- [Email Manager](#)
- [Records Crawler](#)
- [Records Manager](#)
- [Site Director](#)

Related solutions
 • Industry Solutions

Stay informed

Subscribe to receive support notifications

[My notifications](#)

System availability

→ Last updated

October-21-08 10:00:00 PM

Support feedback

[Help us improve online software support](#)

Translate my page

Select a language

→ Translate

Other support sites

- Software Support
- Information Management
- Lotus
- Rational
- Tivoli
- WebSphere
- Software A-Z

Support Notifications

Stay informed

Subscribe to receive support notifications

[My notifications](#)

- Subscription service for e-mail updates with technical information for the products you choose
- One place to subscribe to support information
- Users can select multiple methods for the delivery of subscriptions (web page / RSS / e-mail)
- Choose different delivery options for different document types

The screenshot shows the IBM My notifications page. At the top, there's a navigation bar with 'Home', 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. A 'Country/region [select]' dropdown is on the right. Below the navigation, there's a 'Support & downloads' sidebar with links for 'Subscriptions', 'Help', and 'Feedback'. The main content area is titled 'My notifications for IBM technical support' and includes buttons for 'My subscriptions', 'Subscribe', and 'Help'. A section titled 'You are subscribing to the following' lists 'Information Management' and 'Cognos 8 Business Intelligence'. Below this, a note states 'Fields marked with an asterisk (*) are required.' There are two main form sections: 'Options' and 'Notify me by'. The 'Options' section has a 'Name*' field with 'Cognos 8 Business Intelligenc', a 'Save in existing or new folder:' section with 'Existing*' and 'New*' dropdowns, and a 'Document types*' section with checkboxes for 'Downloads and drivers', 'Tools/Utilities', and 'Updates'. The 'Notify me by' section has a checked 'email' option, radio buttons for 'daily' and 'weekly', radio buttons for 'plain text' and 'html', and checkboxes for 'delivery to this folder' and 'delivery via an RSS Feed'.

www.ibm.com/cognos:

Book mark it today! Revisit in January for Support Content

Home Solutions ▾ Services ▾ Products ▾ Support & downloads ▾ My IBM ▾

- Business Intelligence and Financial Performance Management**
- Products
- Solutions
- Services
- Library
- Success stories
- Training and certification

Software > Information Management >

Business Intelligence and Financial Performance Management

Cognos software, services, best practices and support

Reports, plans and scorecards
come together for better
Performance Management.

[LEARN MORE](#)

- Related links
- Partners
 - Cognos Support

Why IBM

More than 23,000 leading companies and organizations around the world choose IBM Cognos business intelligence and financial performance management. Cognos software and services can help you deliver your information on demand



Other Important Resources For You

- Read monthly “Continuing Business Within IBM” article in Supportlink (<http://support.cognos.com/supportlink/features/>)
- Visit http://support.cognos.com/en/support/ibm/support_communication.html for all information customers need to understand to continue doing business with their IBM Cognos product within IBM
 - This webinar has been recorded and will be available on demand
- Email asksupp@ca.ibm.com
- Attend next live webinar (watch for date in late January, early February 2009) “Guided Tour of Cognos Content on ibm.com/support”



Thank
YOU

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