

LetNo ZP97-0191
Date 970218
Revised 970218
Class IBM Europe
Programming Announcement

Title

IBM ARTour Web Express Meets Needs of Mobile Workforce

Program Number

Program Name	Program Number
IBM ARTour Web Express Server for AIX Version 1 Release 1 (V1R1)	5765-C18
IBM ARTour Web Express Server for OS/2 V1R1	5639-B84
IBM ARTour Web Express Client for OS/2 V1R1	5639-B85
IBM ARTour Web Express Client for Windows 95+ V1R1	5639-B86
IBM ARTour Web Express Client for Windows V1R1	5639-B87

Overview

The IBM ARTour Web Express Server and Client enhance the productivity of your mobile workforce by providing cost-effective access to the Internet and intranet. Designed for customers that use the Web to distribute information or process transactions, the ARTour Web Express Client intercepts HTTP commands from your Web browser and, together with the ARTour Web Express Server, provides highly optimized data flows. Access can be extended to Lotus resources when a Lotus Domino server is in your network. Designed to be used with the ARTour Gateway and Mobile Client, a wide range of packet radio and dial protocol support is available. In addition, the ARTour Web Express products can be run natively over cellular digital packet data (CDPD) networks. These connectivity options combined with the ARTour Web Express functions of disconnected operations and background processing allow the mobile worker to optimize his work style by choosing:

- Real-time processing over a mobile connection (as if working from an office terminal).
- Client-side execution and queueing of requests for processing at a later time after a server connection is established. For example, forms filled out while on a plane could be submitted for processing once you arrive at your destination.
- Bundling of multiple data requests to be processed in the background while other work (such as reading your e-mail) is being done. The user is notified when the data requests are completed.

The IBM ARTour Web Express Servers and Clients are part of IBM's family of mobile communication products, which also includes the ARTour Gateway and Mobile Clients and the ARTour Emulator Express Servers and Clients.

Planned Availability Date

February 21, 1997.

Marketing Information

Marketing Channels

IBM Marketing Representative

IBM Business Partners (*) acting as Remarketers of IBM Networking Products (Base)

IBM Business Partners (*) acting as Remarketers of IBM RISC System/6000

IBM Software Remarketers

Industrial Integrators

(*) Business Partners are called Business Associates in U.K. and Ireland.

Program Services

Central Service through mail or fax will be provided by IBM until February 27, 1999.

Additional fee support will be provided through the IBM Support Line and Country specific service offerings. Please contact IBM for further information on what is available in your Country.

Program Services do not apply to the Microsoft Win32S Version 1.3 which is shipped with the ARTour Web Express Client for Windows (5639-B87).

This program will be subject to the terms of the IBM International Program License Agreement (IPLA) contained in the program package, and not to the Agreement for IBM Licensed Programs.

This Statement is complementary to the IBM IPLA contained in this package:

Program Name: IBM ARTour Web Express Server/Clients
Program Number: 5765-C18, 5639-B84, 5639-B85, 5639-B86, 5639-B87
Service End Date: February 27, 1999
Part Number:

For program defect related problems, the following procedure for assistance in problem identification is applicable:

- Contact your remarketer or distributor or, alternatively
- Mail or fax the written problem description to IBM.

IBM will reply in writing with information about correction, bypass or restriction with the intent to make the program perform according to its specifications, or, if there are none, to its principles of operation.

Customer information needed when submitting a problem:

- Address and contact name
- Current maintenance/Corrective Service Diskette (CSD) level
- Problem Description (typed, not hand written)

Additional information on customer reported problems can be obtained from your remarketer/distributor or IBM.

Marketing Support

Promotional Material

Brochures and promotional materials are being prepared for the ARTour product family. They will be referenced in INEWS, MKTTOOLS and the ARTour Web site at URL: <http://www.networking.ibm.com/artour>

HONE Information

EMEA's software configurator, CFSW, will support these products.

Configurator Information

The following configurator aids will be updated to support this announcement:

Configurator Aid -----	Date Available -----
CFSW	02/18/97

This support will be provided on ELINK and EHONE and will be available to customers eligible to use IBMLINK.

Installation Information

Installation information is normally available from EMEA Country Field Systems Center and Installation Support Center (ISC)

Installation Support

None.

Field Support

Field Support is provided through HONE/QUESTION (QA).

Direct Customer Support

Fee support, provided through IBM Support Line and country specific service offerings.

Early Support Program

No.

Administrative Information

Special Bid Requests

Requests for Special Bid Offerings should be directed through the Country SBO Organization. Contact the Country SBO Manager for further information.

Ordering Information

Refer to SWORDERINFO and CFSW on HONE.

To order, specify the appropriate Program Number (Type-Model), Media Feature and OTC Charge Features for the Program Package and required Use Authorizations (see HONE for actual feature codes).

When ordering the ARTour Web Express Server (AIX or OS/2), a Use Authorization is required. Use Authorizations are also needed for each registered user. The total quantity of these Use Authorizations should match the number of clients (any combination of 5639-B85, 5639-B86 and 5639-B87).

IBM ARTour Web Express Server for AIX,V1R1

Regular orders include the Program Package, the basic Use Authorization plus Use Authorizations according to the number of registered users.

Also there may be just orders for additional Use Authorizations (more registered users).

Program Number	Order Type	Medium Feature	Charge Feature
5765-C18	Program Package	4-mmTape	
5765-C18	Program Package	8-mmTape	
5765-C18	Use Authorization		OTC (server)
5765-C18	Use Authorization		OTC (registered Users)

IBM ARTour Web Express Server for OS/2 V1R1

Regular orders include the Program Package, the basic Use Authorization plus Use Authorizations according to the number of registered users.

Also there may be just orders for additional Use Authorizations (more registered users).

Program Number	Order Type	Media Feature	Charge Feature
5639-B84	Program Package	3.5" Diskette	
5639-B84	Use Authorization		OTC (server)
5639-B84	Use Authorization		OTC (registered User)

IBM ARTour Web Express Client

- for OS/2 V1R1 (5639-B85)
- for Windows 95 V1R1 (5639-B86)
- for Windows V1R1 (5639-B87)

Orders can be either for the Program Package (one authorization to use included in OTC) or for separately charged Use Authorizations.

Program Number	Order Type Description	Medium Feature	Charge Feature
5639-B85	Program Package	3.5"Dsk	OTC
5639-B85	Use Authorization		OTC
5639-B86	Program Package	3.5"Dsk	OTC
5639-B86	Use Authorization		OTC
5639-B87	Program Package	3.5"Dsk	OTC
5639-B87	Use Authorization		OTC

For customers who order Use Authorizations and want extra copies of the documentation in the program package, separate copies may be ordered directly. Refer to the Publications section of this announcement for information.

Order Control Codes

- Program Name: IBM ARTour Web Express Server for AIX V1R1
- Program Type: 5765
- Program Model: C18
- Function Class Code: 7222
- Product Identity Code: 5
- Division: Software Solutions Division
- Industry Definition Categories: 14
- Integrated Product No

- ALP/IPLA:
IPLA

- Program Name: IBM ARTour Web Express Server for OS/2 V1R1
- Program Type: 5639
- Program Model: B84
- Function Class Code: 7222
- Product Identity Code: 5
- Division: Software Solutions Division
- Industry Definition Categories: 14
- Integrated Product No

- ALP/IPLA:
IPLA

- Program Name: IBM ARTour Web Express Client for OS/2 V1R1
- Program Type: 5639
- Program Model: B85
- Function Class Code: 7222
- Product Identity Code: 5
- Division: Software Solutions Division
- Industry Definition Categories: 14
- Integrated Product No

- ALP/IPLA:
IPLA

- Program Name: IBM ARTour Web Express Client for Windows V1R1

- Program Type: 5639
 - Program Model: B87
 - Function Class Code: 7222
 - Product Identity Code: 5
 - Division: Software Solutions Division
 - Industry Definition Categories: 14
 - Integrated Product No
- ALP/IPLA:
IPLA
- Program Name: IBM ARTour Web Express Client for Windows 95 V1R1
 - Program Type: 5639
 - Program Model: B86
 - Function Class Code: 7222
 - Product Identity Code: 5
 - Division: Software Solutions Division
 - Industry Definition Categories: 14
 - Integrated Product No
- ALP/IPLA:
IPLA

EMEA Marketing Brand Code: G
EMEA Marketing Brand Manager:
Daniel Gaborit (GABORIT at LGEPROFS)

Programming RPQs

Requests will be accepted beginning on the first customer shipment date. Response time and delivery vary depending on the complexity of the order.

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** Other trademarks and registered trademarks are the properties of their respective owners.

EMEA Pricing Statement

Consult your pricing organisation for pricing information regarding this announcement.

International Volume Offering

None of the product(s) in this announcement letter is/are eligible for the International Volume Offering (IVO) Exhibit.

Terms and Conditions for Remarketers

Available to IBM Business Partners acting as Remarketers for IBM Networking Products (Base) under the terms of the Business Partner Agreement.

Available to IBM Business Partners acting as Remarketers for IBM RISC System/6000 under the terms of the Business Partner Agreement.

Warranty

Update to the Summary of product related Terms and Conditions applicable to IBM Remarketers for IBM Networking Products (Base) IBM RISC System/6000

This program is added to the list of Category 2 - IBM Program Packages specified under entry number 3 (Programs and Categories).

Terms and Conditions for Industrial Integrators

Available to Industrial Integrators under the terms of the agreement for supply of IBM products to Industrial Integrators.

Summary of product related Terms and Conditions applicable to IBM Networking Products (Base) under the Industrial Integrator Offering

This program is added to the list of Category 2A-IBM Program Packages specified under entry number 3 (Programs and Categories).

Announcement Countries

All European, Middle Eastern and African Countries.

IBM Announcement Letter No. ZP97-0191 dated February 18, 1997.

See final section for details of availability and limitations, if applicable.

Title

IBM ARTour Web Express Meets Needs of Mobile Workforce

Overview

The IBM ARTour Web Express Server and Client enhance the productivity of your mobile workforce by providing cost-effective access to the Internet and intranet. Designed for customers that use the Web to distribute information or process transactions, the ARTour Web Express Client intercepts HTTP commands from your Web browser and, together with the ARTour Web Express Server, provides highly optimized data flows. Access can be extended to Lotus resources when a Lotus Domino server is in your network. Designed to be used with the ARTour Gateway and Mobile Client, a wide range of packet radio and dial protocol support is available. In addition, the ARTour Web Express products can be run natively over cellular digital packet data (CDPD) networks. These connectivity options combined with the ARTour Web Express functions of disconnected operations and background processing allow the mobile worker to optimize his work style by choosing:

- Real-time processing over a mobile connection (as if working from an office terminal).
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The IBM ARTour Web Express Servers and Clients are part of IBM's family of mobile communication products, which also includes the ARTour Gateway and Mobile Clients and the ARTour Emulator Express Servers and Clients.

Intended Customers

Customers whose mobile workforce needs to access the Internet or the corporate intranet to run existing applications over one or more wireless or dial-up connections.

Key Prerequisites

ARTour Web Express Server for AIX requires either AIX V4R1.4, or later, or AIX V4R2

ARTour Web Express Server for OS/2 requires either OS/2 Warp, OS/2 Warp Connect, or OS/2 V4R0

ARTour Web Express Client for OS/2 requires IBM OS/2 Warp, IBM Warp Connect, or IBM OS/2 V4R0

ARTour Web Express Client for Windows+ requires Microsoft Windows V3R1 or V3R11 or Windows for Workgroups V3R11 and TCP/IP with loop-back feature

ARTour Web Express Client for Windows 95 requires Microsoft Windows 95

In addition, the ARTour Web Express Clients require a Web browser.

At a Glance

The IBM ARTour Web Express Servers and Clients provide a mobile workforce with optimized access to the Internet and intranet. Key features include:

- Support for most Web browsers and any Web server
- Caching of documents and data objects to reduce data transmission
- Differencing algorithms for CGI forms and HTML text so that only modified data is transmitted
- Background (asynchronous) processing to allow consecutive submission of HTML requests without waiting for a response
- Disconnected operations
- Persistent connections and optimized communication
- Multiprotocol support for wireless and dial networks when used with the IBM ARTour Gateway and Mobile Clients
- Standard SNMP Network Management interface

Planned Availability Date: February 21, 1997

See the complete letter for National Language Availability.

Description

IBM ARTour

The IBM ARTour family of software meets today's need for making information available to mobile workers over a wide variety of wireless and dial networks without having to rewrite existing applications. This family of modular servers and clients includes:

- IBM ARTour Gateway and Mobile Client
- IBM ARTour Emulator Express Server and Client
- IBM ARTour Web Express Server and Client

Together these servers and clients provide the widest range of optimized wireless and dial protocol support through standard programming interfaces to existing applications. For announcement materials related to the other ARTour products, refer to Programming Announcement letter ZP97-0192 dated February 18, 1997. Information is also available on the ARTour Web site at URL:

<http://www.networking.ibm.com/artour>

ARTour Web Express Server and Client

World Wide Web technology has become a widespread interface for network access to information. Companies are increasingly taking advantage of HTML (HyperText Markup Language) to implement forms-based applications using HTTP. While Web protocols were designed for high-speed, inexpensive wired networks, there is an ever growing need for mobile access. The IBM ARTour Web Express products are specifically designed to extend the reach of Internet and intranet applications to your mobile workforce. Sitting on either side of the wireless (or wired) network, the ARTour Web Express Client and Server work together to reduce the number of HTTP/HTML requests and resultant data sent over the network. The ARTour Web Express Client acts as a local Web proxy to the Web browser and communicates over a local TCP/IP connection (using the TCP/IP loopback feature) via the HTTP protocol. The ARTour Web Express Client communicates with a remote ARTour Web Express Server over a TCP connection, which in turn communicates with the Web or proxy server.

The applications for ARTour Web Express continue to grow as the breadth of "browser access" expands. For example, with Lotus Domino installed on your corporate network, ARTour Web Express enables mobile access to Lotus resources.

Product Characteristics

Optimized Communication: The ARTour Web Express products increase the overall efficiency of standard HTTP communications making wireless Web access an affordable, convenient solution for mobile computing. This is achieved by tailoring the standard communication flow between a Web browser and a Web server. By intercepting all communications between the browser and Web server, the ARTour Web Express products can control how, when, and if requests are sent over the wireless network.

- To eliminate the constant "open socket/close socket" traffic for each send/receive pair, the socket is kept open for the duration of the client session.
- To eliminate repetitive transmission of data, the ARTour Web Express Server performs differencing algorithms on CGI forms and HTML text so that only the modified content is sent over the wireless network to the Client.
- To eliminate transmission of unnecessary information, the HTTP headers are substantially reduced.
- To reduce the overall amount of data, ARTour Web Express uses a software variation of the Limfel-Ziv compression algorithm.

Caching: Most Web browsers provide caching; however, the ARTour Web Express Server and Client provide unique extensions that yield optimal performance over low-speed, low-bandwidth connections.

- Cache management allows cached documents or data objects to be designated as "persistent" so they will not be deleted, eliminating the need to repeatedly fetch frequently referenced elements. In addition, you can view the list of cached elements, refresh cached elements, and delete cached elements.
- Refresh intervals are assigned to each object in the ARTour Web Express cache. When the Web browser requests one of these objects, the ARTour Web Express Client will satisfy the request from local cache unless the refresh interval has expired. Only in this case will the client send a request over the network to the ARTour Web Express Server to determine if the item has changed. If so, these changes are sent to the ARTour Web Express Client, otherwise, only an acknowledgement signaling no change is returned.
- Initial cache loading or "prewarming" can be done by accessing your Web applications while connected to the server by a low-cost, hard-wired connection.
- Blocking image and data object requests is an ARTour Web Express feature that can be activated when you don't want images and data objects retrieved across a wireless network. Only those objects stored in the local cache will be displayed.

Disconnected Operations: Usually there must be a connection to the Internet in order to use your browser; however, ARTour Web Express can overcome this limitation by queueing requests made while disconnected, pending a network connection. Once a connection is made, the ARTour Web Express Client will automatically send each queued request or form to the ARTour Web Express Server for processing. It will then intercept and save each document returned and notify the user that the document is available for viewing. This feature is especially useful when report forms must be completed and sent to a data server to be recorded in a database. As many forms as required can be completed and "sent". The ARTour Web Express Client queues the forms pending a network connection, at which time they are automatically transmitted.

Background Processing: Normally, when you use a Web browser to request a document, you must wait until the document and all its data objects are retrieved before another document request can be made. By using the background mode, the ARTour Web Express Client saves each request in a background queue and immediately returns control to the browser so another request can be entered. Meanwhile, the queued requests are processed and the results saved for viewing.

(Note: Disconnected operations and background processing require either ARTour Web Express Client for OS/2 or Windows 95.)

Network and Installation Management

- Installation support via AIX Systems Management Information Tool (SMIT)
- Network Management via SNMP interface to AIX Netview/6000 or TME 10

Reference Information

+ Registered trademark of Microsoft Corporation

** Other trademarks and registered trademarks are the properties of their respective owners.

Program Number

Program Name	Program Number
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IBM ARTour Web Express Server for AIX Version 1 Release 1 (V1R1)	5765-C18
IBM ARTour Web Express Server for OS/2 V1R1	5639-B84
IBM ARTour Web Express Client for OS/2 V1R1	5639-B85
IBM ARTour Web Express Client for Windows 95+ V1R1	5639-B86
IBM ARTour Web Express Client for Windows V1R1	5639-B87

Availability of National Languages

CLIENTS

Description	Availability Date	Countries
-----	-----	-----
ARTour Web Express Client for OS/2 V1R1	03/07/97	France

ARTour Web Express Client for OS/2 V1R1	03/07/97	Germany
ARTour Web Express Client for OS/2 V1R1	03/07/97	Spain
ARTour Web Express Client for OS/2 V1R1	03/07/97	Czech
ARTour Web Express Client for OS/2 V1R1	03/07/97	Poland
ARTour Web Express Client for OS/2 V1R1	03/07/97	Hungary
ARTour Web Express Client for Windows V1R1	03/07/97	France
ARTour Web Express Client for Windows V1R1	03/07/97	Germany
ARTour Web Express Client for Windows V1R1	03/07/97	Spain
ARTour Web Express Client for Windows V1R1	03/07/97	Czech
ARTour Web Express Client for Windows V1R1	03/07/97	Poland
ARTour Web Express Client for Windows V1R1	03/07/97	Hungary
ARTour Web Express Client for Windows 95 V1R1	03/07/97	France
ARTour Web Express Client for Windows 95 V1R1	03/07/97	Germany
ARTour Web Express Client for Windows 95 V1R1	03/07/97	Spain
ARTour Web Express Client for Windows 95 V1R1	03/07/97	Czech
ARTour Web Express Client for Windows 95 V1R1	03/07/97	Poland
ARTour Web Express Client for Windows 95 V1R1	03/07/97	Hungary

SERVERS

ARTour Web Express Server for AIX V1R1	05/23/97	France
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ARTour Web Express Server for AIX V1R1	05/23/97	Germany
ARTour Web Express Server for AIX V1R1	05/23/97	Spain
ARTour Web Express Server for OS/2 V1R1	05/23/97	France
ARTour Web Express Server for OS/2 V1R1	05/23/97	Germany
ARTour Web Express Server for OS/2 V1R1	05/23/97	Spain

Supplemental Information

Publications

The following publications can be ordered for a fee after product availability:

Title	Order Number
-----	-----
ARTour Web Express Server Guide	GC31-8414
ARTour Web Express Installing the OS/2 Client	GC31-8453
ARTour Web Express Installing the Windows 3.1 Client	GC31-8451
ARTour Web Express Installing the Windows 95 Client	GC31-8452

Technical Information

Specified Operating Environment

Hardware Requirements: ARTour Web Express Servers

IBM ARTour Web Express Server for AIX, V1R1

- Any RISC System/6000, Power PC, or SP2 system that supports either AIX V4R1.4 and later or V4R2 and later.
- A minimum of 6MB disk space for the ARTour Web Express Server code, with an additional amount of disk space required for caching (Note: cache size is based on number of clients and type of activity).
- LAN connection (for example, Ethernet or Token Ring)

IBM ARTour Web Express Server for OS/2, V1R1

- A pentium class 100 mhz is the recommended minimum machine.

- A minimum of 6MB disk space for the ARTour Web Express Server code, with an additional amount of disk space required for caching. (Note: cache size is based on number of clients and type of activity).
- LAN connection (for example, Ethernet or TokenRing)

Software Requirements: ARTour Web Express Server for AIX requires one of the following AIX configurations:

- AIX V4R1.4, or later
 - Base operating system
- AIX V4R2, or later
 - Base operating system

ARTour Web Express Server for OS/2 requires one of the following OS/2 configurations:

- OS/2 Warp
 - Base operating system
 - TCP/IP
- OS/2 Warp Connect
 - Base operating system
 - TCP/IP
- OS/2 V4
 - Base operating system
 - TCP/IP

ARTour Web Express Client for OS/2 requires one of the following:

- IBM OS/2 Warp
- IBM Warp Connect
- IBM OS/2 V4R0

and one of the following:

- Internet Access Kit from the Warp Bonus Pak
- IBM TCP/IP V2R1
- IBM TCP/IP V3R0 (included in Warp Connect)
- IBM TCP/IP V5R0 (included in OS/2 V4R0)

ARTour Web Express Client for Windows requires one of the following:

- Microsoft Windows V3R1 or V3R11
- Microsoft Windows for Workgroups V3R11

Also required is a TCP/IP stack that supports the "loop-back" feature.

ARTour Web Express Client for Windows 95 requires Microsoft Windows 95

All clients require a Web Browser

Compatibility

IBM ARTour Web Express Server and clients are compatible with:

- IBM ARTour Gateway for AIX V3R1 (5765-C17)
- IBM ARTour Mobile Client for OS/2 V3R1 (5639-B82)
- IBM ARTour Mobile Client for Windows V3R1 (5639-B83)
- IBM ARTour Emulator Express Server for AIX (5799-QRF)
- IBM ARTour Emulator Express Server for OS/2 (5799-QRG)
- IBM ARTour Emulator Express Client for Windows (5799-QWQ)
- IBM ARTour Emulator Express Client for OS/2 (5799-QTW)

Performance Considerations

The performance of the IBM ARTour Web Express Server for AIX can be affected by many different variables, some of which can be tuned with program parameters and some of which are external to the Server, for example:

- Wireless network characteristics
- Number of users and concurrent sessions
- Type of applications
- RAS and/or trace activity

For information on the parameters that affect performance, refer to ARTour Web Express Server Guide (GC31-8414).

Planning Information

Packaging

Entitled Documentation is provided with the products.

The IBM ARTour Web Express Server for AIX is available on either 4-mm or 8-mm tape. The program package includes a hardcopy of the ARTour Web Express Server Guide (GC31-8414)

The IBM ARTour Web Express Server for OS/2 is available on 3.5-inch diskette only. The program package includes a hardcopy of the ARTour Web Express Server Guide (GC31-8414)

The IBM ARTour Web Express clients are available on 3.5-inch diskette only. The program package for 5639-B85 includes a hardcopy of ARTour Web Express Installing the OS/2 Client (GC31-8453) The program package for 5639-B86 includes a hardcopy of ARTour Web Express Installing the Windows 95 Client (GC31-8452) The program package for 5639-B87 includes a hardcopy of ARTour Web Express Installing the Windows 3.1 Client (GC31-8451)

Security, Auditability and Control

ARTour Web Express Server for AIX uses the security and auditability features of the AIX operating system.

User management is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering Information

Consult your IBM Marketing Representative.

Charges, Terms & Conditions for IPLA Program Package

Consult your IBM Marketing Representative for the following applicable charges:

- Use Based One Time Charge

Terms and Conditions

This Licensed Program is subject to the provisions of the IBM International Program License Agreement, a copy of which is contained in the program package.

The terms of the International Program License Agreement allow use on only one machine at any one time for each license granted.

Usage License

Usage Restrictions: Yes

Any usage exceeding the restrictions specified under charges requires a separate License and/or payment of further charges.

License Information

This section should be read in conjunction with the following two sections on Warranty and Program Services.

These are the additional terms referred to in the International Program License Agreement (IPLA).

This License is for IBM ARTour Web Express Server for AIX, V1R1 (5765-C18) or IBM ARTour Web Express Server for OS/2 (5765-B84) or IBM ARTour Web Express Client (5765-B85 or 5765-B86 or 5765-B87).

Your Proof of Entitlement document from IBM will identify the feature purchased.

Warranty

IBM standard warranty of media. Warranty period 3 months (or the period required by local legislation, if greater).

Program Services

Central Service through mail or fax will be provided by IBM until February 27, 1999.

Additional fee support will be provided through the IBM Support Line and Country specific service offerings. Please contact IBM for further information on what is available in your Country.

Program Services do not apply to the Microsoft Win32S Version 1.3 which is shipped with the ARTour Web Express Client for Windows (5639-B87).

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Service End Date: February 27, 1999
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- Contact your remarketer or distributor or, alternatively
- Mail or fax the written problem description to IBM.

IBM will reply in writing with information about correction, bypass or restriction with the intent to make the program perform according to its specifications, or, if there are none, to its principles of operation.

Customer information needed when submitting a problem:

- Address and contact name
- Current maintenance/Corrective Service Diskette (CSD) level
- Problem Description (typed, not hand written)

Additional information on customer reported problems can be obtained from your remarketer/distributor or IBM.

Educational Allowance

Educational Allowance is not applicable.

Education Software Allowance Program is not applicable.

Announcement Countries

All European, Middle Eastern and African Countries.

The data in this letter is subject to the disclaimer in Letter ZS90-0112, which is available from IBM on request.

Please note this is an international announcement letter. If applicable you should also refer to your local country complementary document to check for country specific information.

***** End of Document *****