Service Extension for IBM i 7.1 and IBM i 7.2

Service Extension for IBM i 7.1 and IBM i 7.2, when added to the customer's IBM i Software Maintenance coverage, provides:
- Basic usage and problem rediscovery support for specified out-of-service IBM i product releases in the tables in this document
- Coverage as specified in "Type of Service Extension" column in the tables below
- Voice and electronic remote technical support
- Support is provided during normal business hours in the country where your product is licensed and/or your contract registered for non-business critical problems. For business critical (severity 1), support is provided 24 hours a day, every day of the year. Consult the IBM Software Support Guide for additional details on response criteria and call handling process by severity at: IBM Support Guide

An upgrade to the most recent cumulative fix or PTF level may be required for problem resolution. Current levels are documented at the Fix Central website: http://www.ibm.com/support/fixcentral.

IBM i 7.1 Service Extension

Product and Version	Type of Service Extension	Extension Dates
IBM i 7.1 Extended Service Extension		
IBM i 7.1	Usage and Known Defect	Starts May 1, 2021 End – See *Note
PowerHA SystemMirror for i (5770-HAS)	Usage and Known Defect	Starts May 1, 2021 End – See *Note
IBM i 7.1 Original Service Extension		
IBM i 7.1	Combined New Defect and Usage and Known Defect	Starts May 1, 2018 Ends April 30, 2021
PowerHA SystemMirror for i (5770-HAS) 7.1	Combined New Defect and Usage and Known Defect	Starts May 1, 2018 Ends April 30, 2021

*Note:
Extension Dates for 7.1 Extended Service Extension
Starting May 1, 2021 through the following durations, based on Power machine:
IBM i 7.1 SE on the POWER9 machines which support IBM i 7.1 is through April 30, 2024
IBM i 7.1 SE on POWER8 machines is through April 30, 2022
IBM i 7.1 SE on POWER7+/POWER7 and earlier machines is through December 31, 2021

This table is a listing of products which are eligible for extended support through the **Service Extension for IBM i 7.1** (with exceptions noted).

IBM i 7.1	Extended Support Products in the IBM i Portfolio	Notes
5770-AF1	Advanced Function Printing Utilities	Usage & Known Defect Only
5761-AP1	Advanced DBCS Printer Support	
5733-B45	AFP Font Collection for i	
5770-BR1	Backup, Recovery and Media Services (BRMS)	
5722-BZ1	Business Solutions	Usage & Known Defect Only
5761-CM1	Communications Utilities	Usage & Known Defect Only
5733-CY3	Cryptographic Device Manager	
5761-DB1	System/38 Utilities	Usage & Known Defect Only
5770-DE1	Db2 Extenders	Usage & Known Defect Only
5770-DFH	CICS Transaction Server	
5770-DG1*	HTTP Server	Usage & Known Defect Only
5761-DS2	Business Graphics Utility (BGU)	Usage & Known Defect Only
5648-E77	InfoPrint Fonts	
5798-FAX	Facsimile Support	
5769-FN1	Advanced Function Printing DBCS Fonts 4.2	
5733-FXD	Integrated Domino Fax	Usage & Known Defect Only
5770-HAS	PowerHA System Mirror for i	PowerHA has separate SWMA
5722-IA1	Software Integration Assistant	
5733-ID1	Infoprint Designer	Usage & Known Defect Only
5722-IP1	Infoprint Server	Usage & Known Defect Only
5770-JS1	Advanced Job Scheduler	
5761-JV1*	Developer Kit for Java Option 14 IBM Technology for Java 7 32-bit Option 15 IBM Technology for Java 7 64-bit Option 16 IBM Technology for Java 8 32-bit Option 17 IBM Technology for Java 87 64-bit	Usage & Known Defect Only See Technote for further Java information : How to determine what Java Development Kits (JDKs) are installed and use them in your environment?
5770-MG1	Managed System Services	
5770-NAE	Network Authentication Enablement	
5733-OMF	OmniFind Text Search Server for Db2 1.2	Usage & Known Defect Only
5770-PT1	Performance Tools	
5770-QU1	Query	
5733-SC1	Portable Utilities	Usage & Known Defect Only
5770-SM1	System Manager	
5733-SO1	Express Runtime Web Environments	
5770-SS1*	IBM i	
5770-ST1	Db2 Query Manager and SQL Development Kit	
5770-TC1	TCP/IP Connectivity Utilities	
5770-TS1	Transform Services	
5770-UME	Universal Manageability Enablement	Usage & Known Defect Only

5733-W80 5733-W85	WebSphere Application Server Express 8.0 WebSphere Application Server Express 8.5	Usage & Known Defect Only
5770-WDS	WebSphere Development Studio	
5722-WE2	Web Enablement	
5770-XE1	IBM i Access for Windows	Not supported as of April 2019 Instead use IBM i Access Client Solutions
5770-XH2	IBM i Access for Web	
5733-XT2	XML Toolkit	
5770-XW1	IBM i Access Family	

*NOTE: For information regarding the support provided with IBM i 7.1 Service Extension for the IBM i Integrated Web Services (IWS) and Integrated Application Server (IAS) products, see Official Support Statement - IBM Integrated Web Services (IWS) and Integrated Application Server (IAS) servers on the IBM i.

IBM i 7.2 Service Extension

Product and Version	Type of Service Extension	Extension Dates
IBM i 7.2	Combined New Defect and Usage and Known Defect	Starts May 1, 2021

PowerHA SystemMirror for i 7.2 (also called "PowerHA for i"): PowerHA for i 7.2 is used with both IBM i 7.2 and IBM i 7.3. Therefore, PowerHA for i 7.2 is still under standard PowerHA support. PowerHA for i has separate SWMA. Clients who use PowerHA for i 7.2 on IBM i 7.2 and need to open a case with IBM Support must have IBM i 7.2 Service Extension.

This table is a listing of products which are eligible for extended support through the **Service Extension for IBM i 7.2** (with exceptions noted).

IBM i 7.2	Extended Support Products in the IBM i Portfolio	Notes
5770-AF1	Advanced Function Printing Utilities	Usage & Known Defect Only
5761-AP1	Advanced DBCS Printer Support	
5733-ARE	Administration Runtime Expert (also called Application Runtime Expert)	
5733-B45	AFP Font Collection for i	
5770-BR1	Backup, Recovery and Media Services (BRMS)	
5761-CM1	Communications Utilities	Usage & Known Defect Only
5733-CY3	Cryptographic Device Manager	
5761-DB1	System/38 Utilities	Usage & Known Defect Only
5770-DFH	CICS Transaction Server	
5770-DG1*	HTTP Server	
5761-DS2	Business Graphics Utility (BGU)	Usage & Known Defect Only

5648-E77	InfoPrint Fonts	
5798-FAX	Facsimile Support	
5769-FN1	Advanced Function Printing DBCS Fonts	
5769-FNT	Advanced Function Printing Fonts	
5722-IA1	Software Integration Assistant	
5733-ID1	Infoprint Designer	Usage & Known Defect Only
5722-IP1	Infoprint Server	Usage & Known Defect Only
5770-JS1	Advanced Job Scheduler	
5770-JV1*	Developer Kit for Java Option 14 IBM Technology for Java 7 32-bit Option 15 IBM Technology for Java 7 64-bit Option 16 IBM Technology for Java 8 32-bit Option 17 IBM Technology for Java 8 64-bit	Usage & Known Defect Only for Options 14 and 15 See Technote for further Java information: How to determine what Java Development Kits (JDKs) are installed and use them in your environment?
5770-MG1	Managed System Services	
5770-NAE	Network Authentication Enablement	
5733-OMF	OmniFind Text Search Server for Db2 1.3	Usage & Known Defect Only
5770-PT1	Performance Tools	
5770-QU1	Query	
5733-SC1	Portable Utilities	Usage & Known Defect Only
5770-SM1	System Manager	
5770-SS1*	IBM i	
5770-ST1	Db2 Query Manager and SQL Development Kit	
5770-TC1	TCP/IP Connectivity Utilities	
5770-TS1	Transform Services	
5770-UME	Universal Manageability Enablement	Usage & Known Defect Only
5733-W80 5733-W85 5733-W90	WebSphere Application Server Express 8.0 WebSphere Application Server Express 8.5 WebSphere Application Server Express 9.0	
5770-WDS	WebSphere Development Studio	
5722-WE2	Web Enablement	
5770-XE1	IBM i Access for Windows	Not supported as of April 2019 Instead use IBM i Access Client Solutions
5770-XH2	IBM i Access for Web	
5733-XT2	XML Toolkit	
5770-XW1	IBM i Access Family	

*NOTE: For information regarding the support provided with IBM i 7.2 Service Extension for the IBM i Integrated Web Services (IWS) and Integrated Application Server (IAS) products, see Official Support Statement - IBM Integrated Web Services (IWS) and Integrated Application Server (IAS) servers on the IBM i.

Last revised: February 23, 2021