

# IBM i Service Extension: when is it needed?



<p><b>IBM i Service Extension (“SE”)</b>                      The prerequisite for SE is active SWMA, where “active SWMA” is either a Subscription license (which always include SWMA) or active SWMA associated with non-expiring licenses.</p> <p>“Client” refers to the client who is licensed to the software.</p>	<p><b>Client has an SE contract (with prerequisite active SWMA)</b></p>	<p><b>Client has active SWMA but does NOT have SE</b></p>	<p><b>Client does NOT have active SWMA or SE</b></p>
<p>Can the client <b>open a case</b> for an IBM i release which is under Service Extension?</p>	<p>Yes</p>	<p>No</p>	<p>No</p>
<p>Can the client <b>report a new defect</b> for an IBM i release which is under Service Extension?</p>	<p>Yes</p>	<p>No</p>	<p>No</p>
<p>Can the client <b>call IBM Support and ask about fixes for known defects</b> for a product which is under Service Extension?</p>	<p>Yes</p>	<p>No SE is required to call IBM Support for a release which is under SE</p>	<p>No</p>
<p><b>Download fixes from Fix Central:</b> Can the client download fixes for releases which are in Service Extension or past end of service/SE from Fix Central ?</p>	<p>Yes</p>	<p>Yes</p>	<p>No</p>
<p>Can the client <b>upgrade to a currently supported release?</b>                      I.e., with active SWMA, clients can upgrade to a newer release. SE is not required for upgrade.</p>	<p>Yes</p>	<p>Yes</p>	<p>No</p>
<p>Client can <b>open a case while upgrading from an out-of-service release to a currently supported release?</b>                      Clients need SE in order to open a case for an out-of-service release. Therefore, in upgrade situations, clients first upgrade their entitlement records to a currently supported release, then call IBM support on their currently supported release (which has active SWMA) to open a case.</p>	<p>Yes</p>	<p>Upgrade IBM i to a currently supported release in ESS, then open a case.</p>	<p>No</p>