icon DOPiX/ARK V4.0 delivers a complete customer communication management system that includes document creation, formatting, and processing capabilities

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At a glance

icon DOPiX/ARK V4.0 delivers next-generation capability for document creation, formatting, and processing. Version 4.0 provides:

- Interactive, process-integrated, or automated document creation and formatting
- Several output channels
- Easy integration into existing environments
- One system for all types of business correspondence
- Cost savings through postage optimization and batch printing
- Increased productivity through a flexible and sophisticated editor

Customers who currently use Application Support Facility for z/OS® should consider icon DOPiX/ARK.

Overview

icon DOPiX/ARK V4.0 provides next-generation capability for document creation, formatting, and processing, and leverages the investment made in applications that use IBM® Application Support Facility for z/OS and IBM Document Composition Facility.

DOPiX is a family of products that can be used to create and format many types of documents that include business letters, invoices, insurance policies, quotations, and contracts. DOPiX is application-independent and platform-independent. It can be called by any business application through defined interfaces and communication protocols. DOPiX/ARK is a z/OS-based solution that is specifically designed with current Application Support Facility customers in mind.

Because Application Support Facility for z/OS was withdrawn from marketing, IBM recommends that existing customers consider the DOPiX/ARK software. Migration services, if needed, are available from icon UK (UK and N EU), icon Systemhaus GmbH (Continental EU) or its US subsidiary icon Communication Dynamics, Inc.

For more information on DOPiX/ARK, visit

http://www.icon-uk.net/ark.html

Key prerequisites

z/OS V1.13, z/OS V2.1, or later

Planned availability date

November 14, 2014

Program number

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Program            Program
number     VRM     name

5619-ARK   V4.0    icon DOPiX/ARK
5619-SSK   V1.1    icon DOPiX/ARK S&S
```

Product identification number

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                           Subscription and
Program PID number  Support PID number

5619-ARK                   5619-SSK
```

Offering Information

Product information is available through the Offering Information website

http://www.ibm.com/common/ssi

Publications

All publications are available for download from icon. For more information, visit

http://www.icon-uk.net/ark.html

Services

Global Technology Services®

Contact icon UK (UK and Northern EU), icon Systemhaus GmbH (Continental EU) or its US subsidiary icon Communication Dynamics, Inc.(USA) for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Technical information

Specified operating environment

Hardware requirements

For information about hardware requirements for DOPiX/ARK, visit

http://www.icon-uk.net/ark.html

Software requirements

For information about software requirements for DOPiX/ARK, visit

http://www.icon-uk.net/ark.html

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by icon. Documentation and other program content may be supplied only in the English language.

Planning information

Packaging

The program package is distributed through electronic software download by entitled customers from icon Systemhaus GmbH and selected partners and subsidiaries.

Security, auditability, and control

The product uses the security and auditability features of the host hardware or software. The customer 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 representative.

Ordering z/OS through the Internet

ShopzSeries provides an easy way to plan and order your z/OS ServerPac or CBPDO. It will analyze your current installation, determine the correct product migration, and present your new configuration based on z/OS. Additional products can also be added to your order (including determination of whether all product requisites are satisfied). ShopzSeries is available in the US and several countries in Europe. In countries where ShopzSeries is not available yet, contact your IBM representative (or IBM Business Partner) to handle your order through the traditional IBM ordering process. For more details and availability, visit the ShopzSeries website at

http://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp

Charge metric

Program name	PID number	Charge metric
icon DOPiX/ARK	5619-ARK	Per Establishment

Basic license

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium.

Program name: icon DOPiX/ARK V4.0
Program PID: 5619-ARK

Entitlement identifier	Description	License option/Pricing metric
S017MT4	DOPiX/ARK Small 1-30 MSUs	Basic OTC per Establishment
S017MT5	DOPiX/ARK Medium 31-125 MSUs	Basic OTC per Establishment
S017MT6	DOPiX/ARK Large 126+ MSUs	Basic OTC per Establishment

Orderable supply ID	Language	Distribution medium
S017MT3	Multiple	Electronic download, Small 1-30 MSUs
S017MT2	Multiple	Electronic download, Medium 31-125 MSUs
S017MT1	Multiple	Electronic download, Large 126+ MSUs

Program name: icon DOPiX/ARK S&S V1.1
Program PID: 5619-SSK

Entitlement identifier	Description	License option/Pricing metric
S017MXV	DOPiX/ARK Small 1-30 MSUs	Basic MSC, per Establishment SW S&S
		No charge, decline SW S&S
S017MXX	DOPiX/ARK Medium 31-125 MSUs	Basic MSC, per Establishment SW S&S
		No charge, decline SW S&S
S017MXW	DOPiX/ARK Large 126+ MSUs	Basic MSC, per Establishment SW S&S
		No charge, decline SW S&S

Orderable supply ID	Language	Distribution medium
S017MXR	Multiple	Hardcopy publication
S017MXS	Multiple	Hardcopy publication
S017MXT	Multiple	Hardcopy publication

Note: The software license includes one year of product support. Support in follow-on years must be purchased directly from the vendor. Therefore, orders must always specify the Decline option for S&S (5619-SSK).

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM

International Program License Agreement, IBM International Passport Advantage®
Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

Licensing

Supplier's license terms apply.

Limited warranty

Not warranted by IBM. Warranty, if any, provided by supplier.

Volume orders

Not applicable

Educational allowance

Yes. 15% to qualified educational institutions.

Statement of good security practices

IT system security involves protecting systems and information through prevention,
detection, and response to improper access from within and outside your
enterprise. Improper access can result in information being altered, destroyed, or
misappropriated or can result in misuse of your systems to attack others. Without a
comprehensive approach to security, no IT system or product should be considered
completely secure and no single product or security measure can be completely
effective in preventing improper access. IBM systems and products are designed
to be part of a comprehensive security approach, which will necessarily involve
additional operational procedures, and may require other systems, products, or
services to be most effective. IBM does not warrant that systems and products are
immune from the malicious or illegal conduct of any party.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated
to providing fast, exceptional support to IBM Systems customers. The IBM Electronic
Service Agent tool is a no-additional-charge tool that proactively monitors and
reports hardware events, such as system errors, performance issues, and inventory.
The Electronic Service Agent tool can help you stay focused on your company's
strategic business initiatives, save time, and spend less effort managing day-to-day
IT maintenance issues. Servers enabled with this tool can be monitored remotely
around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX
V7.1, Electronic Service Agent is designed to automatically and electronically
report system failures and utilization issues to IBM, which can result in faster
problem resolution and increased availability. System configuration and inventory
information collected by the Electronic Service Agent tool also can be viewed on the
secure Electronic Support web portal, and used to improve problem determination
and resolution by you and the IBM support team. To access the tool main menu,
simply type smitty esa_main, and select Configure Electronic Service Agent. In
addition, ESA now includes a powerful web user interface, giving the administrator
easy access to status, tool settings, problem information, and filters. For more
information and documentation on how to configure and use Electronic Service
Agent, refer to

http://www.ibm.com/support/electronic

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

Increased uptime: The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool securely transmits through either the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide you a single point of exit from your site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into your system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by you and IBM. Your business applications or business data is never transmitted to IBM.

More accurate reporting: Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, you can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

   http://www.ibm.com/support/electronic

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

   http://www.ibm.com/support/electronic

Prices

For all charges, contact your IBM representative.

Note: The software license includes one year of product support. Support in follow-on years must be purchased directly from the vendor.

Announcement countries

All European, Middle Eastern and African countries, except Iran, Syria, and Sudan.

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