

Service Extension for IBM i 7.3, 7.2, and 7.1

Service Extension for IBM i 7.3, 7.2, and 7.1, 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 7.3 Service Extension

Product and Version	Type of Service Extension	Extension Dates
IBM i 7.3	Combined New Defect and Usage and Known Defect (refer to the table below for exceptions)	Starts October 1, 2023 through April 30, 2026 – See *Note 1

***Note 1:**

IBM i 7.3 Service Extension

- Contact Technology Lifecycle Services (TLS) for pricing.
- The general pricing strategy for IBM i 7.3 is as follows:
Note: standard SWMA (sometimes called "base SWMA") is a pre-req for Service Extension
 - Year 1 of Service Extension is 1.5 times the cost of base SWMA. Example: if base SWMA is \$1000/core/year, then the total cost would be \$1000 for base SWMA + \$1500 for Service Extension = \$2500/core/year
 - Year 2 of Service Extension is 2 times the cost of base SWMA
 - Year 3 of Service Extension is 2.5 times the cost of base SWMA

This table is a listing of products which are eligible for extended support through the **Service Extension for IBM i 7.3** (with exceptions noted).

IBM i 7.3	Extended Support Products in the IBM i Portfolio	Notes
5761-AP1	Advanced DBCS Printer Support	
5733-ARE	Administration 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	
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 Option 19 IBM Technology for Java 11 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 1.4	Usage & Known Defect Only
5770-PT1	Performance Tools	
5770-QU1	Query	
5733-SC1	Portable Utilities	
5770-SM1	System Manager	
5770-SS1	IBM i	See *Note 2 for exceptions
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	WebSphere Application Server Express 8.0	
5733-W85	WebSphere Application Server Express 8.5	
5733-W90	WebSphere Application Server Express 9.0	
5770-WDS	WebSphere Development Studio	
5722-WE2	Web Enablement	
5770-XH2	IBM i Access for Web	Not supported
5733-XT2	XML Toolkit	Not supported
5770-XW1	IBM i Access Family	

***NOTE 2:**

Notes regarding IBM i operating system components and IBM i 7.3 Service Extension:

- For information regarding the support provided with IBM i 7.3 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](#).
- Domain Name System (DNS) Server (IBM i Option 31) will have only usage and known defect support.
- The following components in the IBM i base operating system will have only usage and known defect support:
 - Native Dynamic Host Configuration Protocol (DHCP)
 - Remote Authentication Dial In User Service (RADIUS)

- IBM Toolbox for Java (accessed primarily by use of jt400.jar and/or jt400Native.jar). In addition, Toolbox for Java will no longer be supported with use of Java 7. Any updates provided will be built with later versions of Java and therefore incompatible for use with Java 7.

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 (refer to the table below for exceptions)	Starts May 1, 2021 through April 30, 2024 – See *Note 3

***Note 3:**

IBM i 7.2 Service Extension...

- is available for three years on the Power machines which support IBM i 7.2 (refer to [Power System to IBM i version/release mapping](#))
- for POWER7+ and earlier hardware, the IBM i 7.2 Service Extension pricing will increase in years 2 and 3
 - Contact TSS sales for pricing

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.](#)

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 4
PowerHA SystemMirror for i (5770-HAS)	Usage and Known Defect	Starts May 1, 2021 End – See *Note 4

***Note 4:**

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 the **Extended 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	Usage & Known Defect Only
5733-B45	AFP Font Collection for i	Usage & Known Defect Only
5770-BR1	Backup, Recovery and Media Services (BRMS)	Usage & Known Defect Only
5722-BZ1	Business Solutions	Usage & Known Defect Only
5761-CM1	Communications Utilities	Usage & Known Defect Only
5733-CY3	Cryptographic Device Manager	Usage & Known Defect Only
5761-DB1	System/38 Utilities	Usage & Known Defect Only
5770-DE1	Db2 Extenders	Usage & Known Defect Only
5770-DFH	CICS Transaction Server	Usage & Known Defect Only
5770-DG1*	HTTP Server	Usage & Known Defect Only
5761-DS2	Business Graphics Utility (BGU)	Usage & Known Defect Only
5648-E77	InfoPrint Fonts	Usage & Known Defect Only
5798-FAX	Facsimile Support	Usage & Known Defect Only
5769-FN1	Advanced Function Printing DBCS Fonts 4.2	Usage & Known Defect Only
5733-FXD	Integrated Domino Fax	Usage & Known Defect Only
5770-HAS	PowerHA System Mirror for i	PowerHA has separate SWMA Usage & Known Defect Only
5722-IA1	Software Integration Assistant	Usage & Known Defect Only
5733-ID1	Infoprint Designer	Usage & Known Defect Only
5722-IP1	Infoprint Server	Usage & Known Defect Only
5770-JS1	Advanced Job Scheduler	Usage & Known Defect Only
5761-JV1*	Developer Kit for Java Option 14 IBM Technology for Java 7 32-bit Option 15 IBM Technology for Java 7 64-bit	Usage & Known Defect Only See Technote for further Java information :

	Option 16 IBM Technology for Java 8 32-bit Option 17 IBM Technology for Java 87 64-bit	How to determine what Java Development Kits (JDKs) are installed and use them in your environment?
5770-MG1	Managed System Services	Usage & Known Defect Only
5770-NAE	Network Authentication Enablement	Usage & Known Defect Only
5733-OMF	OmniFind Text Search Server for Db2 1.2	Usage & Known Defect Only
5770-PT1	Performance Tools	Usage & Known Defect Only
5770-QU1	Query	Usage & Known Defect Only
5733-SC1	Portable Utilities	Usage & Known Defect Only
5770-SM1	System Manager	Usage & Known Defect Only
5733-SO1	Express Runtime Web Environments	Usage & Known Defect Only
5770-SS1*	IBM i	Usage & Known Defect Only
5770-ST1	Db2 Query Manager and SQL Development Kit	Usage & Known Defect Only
5770-TC1	TCP/IP Connectivity Utilities	Usage & Known Defect Only
5770-TS1	Transform Services	Usage & Known Defect Only
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	Usage & Known Defect Only
5722-WE2	Web Enablement	Usage & Known Defect Only
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	Usage & Known Defect Only
5733-XT2	XML Toolkit	Usage & Known Defect Only
5770-XW1	IBM i Access Family	Usage & Known Defect Only

***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.](#)

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