

Service Extension for IBM i 7.3 and 7.2

Last updated: 5/1/2024 - IBM i 7.1 SE no longer available

Service Extension for IBM i 7.3 and 7.2 when added to the customer’s IBM i Software Maintenance coverage, provides, for example:

- 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 Portfolio and Version	Type of Service Extension	Extension Dates
IBM i 7.3	New Defect plus Usage and Known Defect (refer to the table below for exceptions)	Starts October 1, 2023 through September 30, 2026 – See *Note 1
PowerHA SystemMirror for i 7.2	New Defect plus Usage and Known Defect	Starts October 1, 2023 through September 30, 2026 – contact TLS for pricing

***Note 1:**

IBM i 7.3 Service Extension

- The general pricing strategy for Service Extension for Power Software, including IBM i 7.3 and the products with separate SWMA like PowerHA SystemMirror for i, 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
- **Pricing:** contact your IBM representative or IBM Business Partner, or reach out directly to an [IBM TLS expert](#).

The following 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	
5770-HAS	PowerHA SystemMirror for i	PowerHA has separate SWMA
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 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-XH2	IBM i Access for Web	Not supported as of October 1, 2023
5733-XT2	XML Toolkit	Not supported as of October 1, 2023
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)** components, see [Official Support Statement - IBM Integrated Web Services \(IWS\) and Integrated Application Server \(IAS\) servers on the IBM i](#).
- Support for the **Integrated Server Support for IBM i (5770-SS1 option 29)** is withdrawn effective December 23, 2022. Refer to [IBM i Withdrawal Announcement: Ongoing Lifecycle Management](#)
- **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	New Defect plus Usage and Known Defect (refer to the table below for exceptions)	First extension: started May 1, 2021 through April 30, 2024 Extended: starts May 1, 2024 through April 30, 2026 – See *Note 3
PowerHA SystemMirror for i 7.2	New Defect plus Usage and Known Defect	Starts October 1, 2023 through September 30, 2026

***Note 3:**

IBM i 7.2 first Service Extension:

- Available for three years (through April 30, 2024) 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.

IBM i 7.2 extended Service Extension:

- Available for two years (May 1, 2024 through April 30, 2026) on the Power machines which support IBM i 7.2 (refer to [Power System to IBM i version/release mapping](#))
- Pricing: standard SWMA (sometimes called “base SWMA”) is a pre-req for any Service Extension
- IBM i 7.2 extended Service Extension is 3 times the cost of base SWMA. Example: if base SWMA is

\$1000/core/year, then the total cost would be \$1000 for base SWMA + \$3000 for Service Extension = \$4000/core/year

Pricing: contact your IBM representative or IBM Business Partner, or reach out directly to an [IBM TLS expert](#).

The following 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	
5770-HAS	PowerHA SystemMirror for i	PowerHA has separate SWMA Starts October 1, 2023 See *Note 4
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	See *Note 5 (IWS and IAS)
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 4:**

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. PowerHA for i 7.2 Service Extension starts on October 1, 2023 when PowerHA for i 7.2 is used with either IBM i 7.2 or IBM i 7.3.

***Note 5:**

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 – Not Available

Product and Version	Type of Service Extension	Extension Dates
IBM i 7.1 Extended Service Extension		
IBM i 7.1	Usage and Known Defect	Ended April 30, 2024
PowerHA SystemMirror for i (5770-HAS)	Usage and Known Defect	Ended April 30, 2024

Extension Dates for 7.1 Extended Service Extension

Extended support for IBM i v7.1 is no longer available. It ended on April 30, 2024.

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