

# client services update



August 2005

## Tip of the Month

Current Service Pack Levels and Cumulative PTF Levels

### iSeries Access — Recent Service Pack Levels

| iSeries Access Version | Latest Service Pack PTF Identifier | Date PTF Was Made Available | Target Date For Next Service Pack | End of Service Date |
|------------------------|------------------------------------|-----------------------------|-----------------------------------|---------------------|
| V5R3M0                 | SI18651                            | June 29, 2005               | September 30, 2005                | TBA                 |
| V5R2M0                 | SI16915                            | May 12, 2005                | November 18, 2005                 | TBA                 |
| V5R1M0                 | SI11806                            | April 30, 2004              | NONE                              | September 30, 2005  |
| V4R5M0                 | SF67276                            | October 14, 2002            | NONE                              | DISCONTINUED        |
| V3R2M0                 | SF67055                            | June 10, 2002               | NONE                              | DISCONTINUED        |

**How to check:** Open Control Panel (Start Button -> Settings), then double-click on the iSeries Access for Windows icon.

### IBM i5/OS Cumulative PTF Levels

| i5/OS Version | Current Cume PTF Level | Date Cumulative PTF Was Made Available | Target Date For Next Cumulative PTF Package | End of Service Date |
|---------------|------------------------|--|---|---------------------|
| V5R3          | TL05102                | April 18, 2005                         | August 15, 2005                             | TBA                 |
| V5R2          | TL05123                | May 9, 2005                            | October 10, 2005                            | TBA                 |
| V5R1          | TL04300                | November 1, 2004                       | NONE  | September 30, 2005  |
| V4R5          | TL02169                | June 24, 2002                          | NONE  | DISCONTINUED        |
| V3R2          | TL98139                | May 26, 1998                           | NONE  | DISCONTINUED        |

**How to check:** From any i5 command line (as any user), type DSPPTF and press <ENTER>. Located at the top of the screen, the TLxxxxx number is the latest cumulative PTF package installed.

### Salesman Tools I: Call Scheduling & Analysis

PFW is pleased to offer online salesman tools training via a call-in webinar on Thursday, August 11 and Thursday, August 25 from 2:00 to 4:00 PM EDT. Led by members of PFW's Client Services team, these two-hour sessions will cover Call Scheduling and Analysis in PFW IntelliDealer. A small class size will encourage questions and involvement from webinar participants. Class time will be spent going over each topic directly on-screen for all participants to view.

The first session of Salesman Tools I on August 11th is full, but registrations are now being taken for session two, which will be held on August 25th from 2 pm to 4 pm. Visit [www.pfw.com](http://www.pfw.com) to register.

For more information, please contact Dan Kane at [kane@pfw.com](mailto:kane@pfw.com).

### IntelliDealer Workshop

This fall, PFW will be hosting its first-ever IntelliDealer-only workshop. Tentatively, the topics to be included are: the Used Equipment Evaluation feature, the Parts Order Maintenance feature, customizable screens, and advanced Call Scheduling. There will also be a review of the Parts, Rental and Equipment modules.

We are sure that this is a workshop that you won't want to miss, so keep watching [www.pfw.com](http://www.pfw.com) for more details.

### PFW Release R6V03 Available Now

PFW's new release, R6V03, is now available. Please contact Client Services to order your copy.

### Holiday Hours

The PFW business offices will be closed for the following holidays. A limited number of support personnel will be available from 8 AM to 5 PM EDT. Emergency after-hours support will also be available.

### Labor Day

Monday, September 5, 2005  
- Emergency support only

### Thanksgiving Day

Monday, October 10, 2005



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