



# IBM Platform HPC - Express Edition V3.2 speeds time to cluster readiness, delivers improved productivity, and shortens time to solution

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## At a glance

IBM® Platform HPC - Express® Edition V3.2 is technical computing management software that offers the following benefits:

- Reduces time to cluster readiness with easy-to-use cluster management capability.
- Increases user and administrator productivity with an intuitive web-based interface including simplified application integration.
- Improves resource utilization and reduces infrastructure cost with intelligent job scheduling that takes your organization into account.
- Accelerates time to results with robust workload management capabilities and advanced Message Parsing Interface (MPI) libraries.

## Overview

IBM Platform HPC - Express Edition V3.2 is easy-to-use, yet comprehensive technical computing management software. Its robust cluster and workload management capabilities are accessible using the latest design in web-based interfaces. Platform HPC - Express Edition simplifies the application integration process so that users can focus on their work, instead of managing a cluster. For applications requiring MPI, the robust commercial MPI library accelerates and scales HPC applications for shorter time to solution.

Other HPC cluster solutions just combine multiple tools and interfaces, which are not integrated, certified, or tested together. Platform HPC - Express Edition is a single product with a unified set of management capabilities that make it easy to harness the power and scalability of a technical computing cluster, resulting in shorter time to system readiness and user productivity as well as optimal throughput. Backed by one of the industry's best customer support organizations, Platform HPC - Express Edition incorporates nearly two decades of product and technology leadership.

Platform HPC - Express Edition delivers the following key benefits:

- Faster time to cluster readiness
- Reduced infrastructure and management costs
- Optimal resource utilization
- Improved user and administrator productivity
- Shorter time to results

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## Key prerequisites

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Key prerequisites to run Platform HPC - Express Edition V3.2 include:

- A cluster computing environment comprising two or more servers.
- A head node that has at least two network interfaces; one that connects to a public or corporate network. The other one is connected privately to all the other nodes.
- A supported operating system preinstalled on the head node.
- Access to the operating system media or image file used for installation of the operating system on all nodes in the cluster.

Non-head nodes can be set to PXE boot.

For additional information refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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March 15, 2013

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## Description

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Platform HPC - Express Edition works well in a cluster with fewer than 200 nodes with a typical technical computing workload. For larger clusters or special workloads, you should consider other individual IBM Platform products such as IBM Platform LSF® - Standard Edition, IBM Platform Application Center - Standard Edition, or IBM Platform Cluster Manager - Standard Edition.

Features and benefits include the following:

- Comprehensive, easy-to-use cluster management product: Takes the complexity out of setting up, managing, and monitoring a heterogeneous cluster environment, ensuring that technical computing environments are quickly up and running.
- Next-generation interface: Powerful web-based user interface with an intuitive design that is easy for both users and administrators to use.
- Integrated application support: Simplifies application integration and enables users to leverage the cluster transparently to accelerate their application workload.
- User-friendly workload management: Supports a heterogeneous computing environment. It is based on Platform LSF, the industry's powerful policy-driven workload manager, for improved productivity, utilization, and throughput with minimal administrative effort.
- Robust workload and system monitoring and reporting: Enables you to make timely decisions and proactively manage computing resources against business demand; maximizing uptime, optimizing application performance, and improving user productivity.
- Workload-driven, dynamic operating system switch: Improves resource utilization and user productivity by decreasing lag time between jobs.
- Graphics processing unit (GPU) scheduling, management, and monitoring: Makes it easy to take immediate advantage of the exceptional high-performance computing (HPC) offered by GPUs.
- Robust commercial MPI library (Platform MPI): Accelerates and scales HPC applications, for shorter time to solution.

Platform HPC - Express Edition runs on a variety of hardware and operating environments, including the latest generation of IBM System x® servers. By

prequalifying and certifying Platform HPC - Express Edition on these systems, IBM helps you take the risk out of deploying mission-critical, high-performance technical computing deployments.

### **Platform HPC - Express Edition unique propositions**

Easy-to-use, comprehensive technical computing management solution:

Platform HPC - Express Edition helps you efficiently deploy, manage, and use a technical computing cluster while meeting the most demanding requirements for application performance and predictable workload management. It is a complete product that delivers a robust set of cluster management capabilities, from cluster provisioning and management to workload management and monitoring. All the functions required to operate and use a cluster are installed at once and are tightly integrated.

The next-generation web portal gives you a single point of access into your cluster, making it easy to manage jobs and optimize application performance. This is more than just a stack of software; Platform HPC - Express Edition is a fully integrated and certified product designed to ensure faster time to system readiness, ease of use, and improved application throughput.

Integrated application support:

Platform HPC - Express Edition enables users to fully harness the power of a technical computing cluster to optimize application performance. High-performing, HPC-optimized MPI libraries come integrated with the product, making it easy to get parallel applications up and running. Scripting guidelines and job submission templates for commonly used commercial applications enable easy application integration and ensure that users are immediately productive. It helps simplify job submission, reduce job setup time, and minimize operation errors. After the applications are up and running, Platform HPC - Express Edition improves application performance by intelligently scheduling resources based on workload characteristics.

### **Platform HPC - Express Edition product capabilities**

Web-based interface - Easily manage a cluster and submit, monitor, and manage jobs:

A single, unified web-based interface with advanced capabilities help you manage all aspects of a technical computing cluster. This includes cluster provisioning, monitoring, application integration, and workload management and reporting. The intuitive interface gives you a robust set of management dashboards and reports that monitor resource performance and alerts to ensure that the technical computing infrastructure is optimally utilized.

Cluster management - A better way to deploy and manage technical computing clusters:

Platform HPC - Express Edition enables users to quickly provision and manage clusters with unprecedented ease. It ensures maximum uptime and can transparently synchronize files to cluster nodes without any downtime or reinstallation.

Workload management - Increased application performance and resource utilization:

Platform HPC - Express Edition includes a robust workload scheduling engine based on IBM Platform LSF, a proven, powerful, comprehensive, policy-driven workload management solution for engineering and scientific distributed computing environments. By scheduling workloads intelligently according to policy, Platform HPC - Express Edition improves end-user productivity with minimal effort by system administrators. In addition, it enables user teams to access and share all computing resources, while reducing time between simulation iterations.

Workload and system monitoring and reporting - Easy troubleshooting and capacity planning:

Platform HPC - Express Edition includes an operational dashboard that generates comprehensive administrative reports. It enables administrators to make timely decisions and proactively manage computing resources against business demand. By correlating workload information with system load, they can easily identify and troubleshoot issues. When it's time for capacity planning, administrators can use the unified web portal to run detailed reports and analyses, which quantify user needs and remove the guesswork from capacity expansion.

Dynamic operating system multi-boot - Automated operating system selection based on workload:

Platform HPC - Express Edition includes the flexibility to support multiple operating system versions concurrently on the same resource. Linux™ and Microsoft™ Windows™ operating systems can be dynamically booted based on the job requirement and application profile. You can also use the product's interface to manually switch nodes to the required operating system to meet application demands. This gives you the flexibility to support special requests and accommodate unanticipated changes.

GPU support - Take advantage of high-performing GPUs:

With Platform HPC - Express Edition you can schedule GPU-enabled applications specifically to resources with GPUs. This offers a distinct advantage in heterogeneous hardware and application environments. Administrators can configure Platform HPC - Express Edition so that only jobs that can benefit from running on GPUs are allocated to those resources. This frees up CPU-based resources to run other jobs. Using the unified management interface, administrators can also monitor GPU utilization, temperature, and status as well as detect ECC error accumulation.

MPI library - Accelerates and scales HPC applications, for shorter time to solution:

In order to make it easier to get parallel applications up and running, Platform HPC - Express Edition includes a robust and high-performing MPI implementation. IBM Platform MPI delivers consistent performance at application run time and for application scaling, resulting in top performance results across a range of third-party benchmarks.

Application support - Easy application integration, minimal job submission errors:

Platform HPC - Express Edition comes complete with job submission templates for common commercial ISV applications as well as configurable templates for your applications developed in-house. By configuring these templates based on the application settings in your environment, users can run jobs without writing scripts. These self-documenting, user-friendly interfaces help minimize job submission errors. Platform HPC - Express Edition also includes the Intel™ Cluster Ready Cluster Checker to ensure that the cluster will deliver the best performance for MPI applications.

Third-party software integration - Customize based on an organization's unique needs:

Platform HPC - Express Edition enables you to customize the metrics you monitor, including integrating with third-party management software such as Intel Cluster Checker and QLogic Fabric Manager. Administrators can monitor and alert abnormal status for non-server devices in the HPC environment. Custom actions and buttons can be added to the web-based interface, which can trigger a link to a URL or a command launched on the head node. These customizations enable administrators to create an environment that is tailored specifically to their organization's unique requirements.

Fully certified and supported by IBM Platform Computing:

Unlike other cluster toolkits, which are often collections of open-source software, Platform HPC - Express Edition is a single product with a single installer and a unified web-based management interface. It is based on the industry's well-

recognized, mature, and robust workload manager, IBM Platform LSF , making it a robust and reliable product. Platform HPC - Express Edition unlocks cluster management to deliver HPC management capabilities while reducing overall cluster cost with full support and certification from Platform Computing, the world leader in HPC management solutions.

### **Accessibility by people with disabilities**

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A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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## **Product positioning**

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### **IBM Platform product portfolio**

Platform HPC - Express Edition is part of the Systems Software product portfolio and is specifically intended for technical computing clients. Platform HPC - Express Edition can be integrated with a variety of HPC product portfolios and services available from IBM , including:

- Several of the IBM Platform LSF products are available as add-ons for Platform HPC - Express Edition, further extending its robust capabilities. This includes IBM Platform Application Center - Standard Edition, IBM Platform RTM, and IBM Platform License Scheduler. Other LSF family add-on products require IBM Platform LSF - Standard Edition, which is available as an upgrade from Platform HPC - Express Edition. Upgrading to Platform LSF - Standard Edition enables you to manage workload across multiple Platform HPC - Express Edition clusters via a single job submission and management interface.
- For clients with diverse workload scheduling requirements, Platform HPC - Express Edition can be purchased in conjunction with IBM Platform Symphony® and associated add-on products. Both Platform HPC - Express Edition and Platform Symphony share a common resource management layer and can share resources on the same physical cluster.
- Depending on the nature of the your requirement, Platform HPC - Express Edition deployments often involve software development and integration services. With its breadth of services capabilities, IBM is uniquely positioned to help you integrate applications and be up and running quickly to get maximum value from your technical computing investment.
- Platform HPC - Express Edition is hardware-independent and runs on generic x86 servers. It can also be sold as stand-alone software for managing generic x86 clusters.

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## **Program number**

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Program number	VRM	Program name
5725-K71	3.2.0	IBM Platform HPC - Express Edition

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## **Education support**

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The following classes are available:

Course code	Course title	Course type
H080G	IBM Platform HPC - Express Edition 3.x	Classroom

H180G	IBM Platform HPC - Express Edition 3.x	ILO*
H285G	IBM Platform HPC - Express Edition	Web based

\*ILO - Instructor-Led Online

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

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## Offering Information

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Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

<http://www.ibm.com/software/passportadvantage>

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## Publications

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No hardcopy publications are shipped with this program. The following technical documents are available for the Platform HPC - Express Edition:

- Installing and Managing the Platform HPC - Express Edition Web Portal Kit
- Installing and Managing the NVIDIA CUDA kit
- Installing and Managing the IBM Platform Cluster Manager Base Kit
- Installing and Managing the OS OFED Kit
- Installing and Managing the IBM Platform Cluster Manager Kit
- Installing and Managing the IBM Platform Dynamic Multiboot Kit
- Installing and Managing the Platform HPC - Express Edition GPU Scheduling Kit
- Installing and Managing the IBM Platform MPI Kit
- Web Portal Customization Guide
- Kit Builder Guide
- Getting Started with Platform HPC - Express Edition (Administrators)
- Administering Platform HPC - Express Edition
- Installing Platform HPC - Express Edition
- Release Notes for Platform HPC - Express Edition 3.2

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the US) or customer number for 50 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.

### Specified operating environment

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#### **Hardware requirements**

Platform HPC - Express Edition requires the following hardware:

- Minimum requirements for installer node/head node:
  - 2 GB of physical memory (RAM) for installer node/head node
  - 80 GB free disk space
  - Two Ethernet interfaces: one that connects to corporate/public network and one (provision) that connects to all compute nodes
  - DVD drive
- Minimum requirements for compute node for package-based installation:
  - 1 GB of physical memory (RAM) for compute node
  - 40 GB free disk space
  - One Ethernet interface
- Minimum requirements for image-based installation:
  - 3 GB of physical memory (RAM)
  - 40 GB free disk space
  - One Ethernet interface
- Minimum requirements for diskless installation:
  - 4 GB of physical memory (RAM)
  - One Ethernet interface
- Minimum requirements for compute node without using Platform HPC provisioning:
  - 512 MB of physical memory (RAM)
  - 10 GB of free disk space
  - One Ethernet interface

#### **Software requirements**

The operating systems requirement is as follows:

- Red Hat Enterprise Linux 6.2 x86 64 bit
- Red Hat Enterprise 5.7 x86 64 bit (non-head node)
- CentOS 6.2 x86 64 bit (non-head node)
- SUSE Linux Enterprise Server 11 SP1 x86 64 bit

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 IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

#### **Compatibility**

IBM Platform HPC - Express Edition V3.2 is fully compatible with other Platform HPC V3.x versions.

IBM System x and BladeCenter® servers are listed on the IBM ServerProven® website

<http://www-03.ibm.com/servers/eserver/serverproven/compat/us/>

### **Performance considerations**

The performance of Platform HPC - Express Edition depends upon many factors, including the number of nodes in the cluster; the number of concurrently executing jobs; the number of pending jobs; the number of users querying the system; and the frequency of queries. As these increase, the scheduling cycle and user response time will increase.

### **IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools: <http://ibm.com/electronicssupport>

Access the IBM Support Portal: <http://ibm.com/support>

Access the online Service Request tool: <http://ibm.com/support/servicerequest>

### **Planning information**

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#### **Packaging**

Platform HPC - Express Edition is distributed on DVD media options and available for electronic download with multiple eAssemblies. Included are:

- IBM International Program License Agreement in multiple languages
- Release notes
- Installation or User's Guide
- Required files

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

#### **Security, auditability, and control**

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Platform HPC - Express Edition uses the security and auditability features of the system in which it is installed. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Software Services**

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IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

<http://www.ibm.com/software/sw-services/>

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## Ordering information

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This product is only available via Passport Advantage . It is not available as shrinkwrap.

Product group: IBM Platform Computing  
Product Identifier Description (PID)  
Platform HPC - Express Edition (5725-K71)

Product category: Other software

### Charge metric

Program name	Part number or PID number	Charge metric
IBM Platform HPC - Express Edition	5725-K71	Managed server

### Server

Server is a unit of measure by which the program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or Client Devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. For the purpose of server-based licensing, licensee must obtain entitlements for each server that is made available to the program, regardless of the number of processor cores and partitions in the server or the number of copies of the program on the server.

Notes :

- Some programs may require licenses for the program and what is being managed. In that case, the following applies. In addition to the entitlements required for the program directly, licensee must obtain entitlements for this program sufficient to cover the servers managed by the program.
- Some programs may be licensed on a managed basis only. In that case, the following applies. Instead of the entitlements required for the program directly, licensee must obtain entitlements for this program sufficient to cover the servers managed by program.

### Passport Advantage

Program name/Description	Part number
IBM Platform HPC-Express Edi Managed Svr Lic+SW S&S 12 Mo	D0YVSLI
IBM Platform HPC-Exp Edit Managed Svr Annual SW S&S Rnw1	E0H5TLL
IBM Platform HPC-Exp Ed Managed Svr SWS&S Reinstate 12 Mo	D0YVTLL
IBM Platform HPC-Express Ed V3.2 Multiplat Eng Media Pk	AJ01BEN

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## Terms and conditions

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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.

This product is only available via Passport Advantage . It is not available as shrinkwrap.

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### ***License Information form number***

L-ACHG-947RGC

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

### ***Limited warranty applies***

Yes

### ***Limited warranty***

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

<http://www.ibm.com/support/handbook>

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

### ***Money-back guarantee***

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

**Software Subscription and Support applies**

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express . Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

<http://www.ibm.com/support/handbook>

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

**IBM Operational Support Services - SupportLine**

No

**System i Software Maintenance applies**

No

**Variable charges apply**

No

## **Educational allowance available**

Not applicable

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## **Statement of good security practices**

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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.

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## **IBM Electronic Services**

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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® 5.3, AIX 6.1, and AIX 7.1, 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**

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**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 24 x 7 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 either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

**More accurate reporting:** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers 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, customers can view system and support information in the "My Systems" and "Premium Search" sections of the Electronic Support Web site 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 the customer's 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, customers are able to see search results that apply specifically to their 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>

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## Prices

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Prices are subject to change without notice.

GST, QST, and sales taxes, where applicable, are extra.

### Passport Advantage

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. Additional information is also available at

<http://www.ibm.com/software/passportadvantage>

### Business Partner information

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<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

### IBM Global Financing

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IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers

or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

<http://www.ibm.com/financing>

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, permits accelerated implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified customers.

For more financing information, visit

<http://www.ibm.com/financing>

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