IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs V1.2 extends domain insights to IBM CICS Transaction Server for z/OS, IBM information Management System, and IBM WebSphere MQ for z/OS

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At a glance

IBM SmartCloud® Analytics - Log Analysis z/OS® Insight Packs V1.2 adds new function to:

• Log Analysis z/OS Insight Pack - SYSLOG
• Log Analysis z/OS Insight Pack - WebSphere® Application Server
• z/OS Log Forwarder

The IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs now supports both Job Entry Subsystem 2 (JES2) and Job Entry Subsystem 3 (JES3).

Overview

IBM SmartCloud Analytics - Log Analysis is a cross platform view solution that performs problem determination and resolution.

IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs V1.2, the extension to SmartCloud Analytics - Log Analysis (server), can help accelerate problem identification, isolation, and resolution on IBM® System z®.

New function for IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs:

• Log Analysis z/OS Insight Pack - SYSLOG provides standard domain insights for IBM CICS® Transaction Server for z/OS, IBM information Management System, and IBM WebSphere MQ for z/OS.
• Log Analysis z/OS Insight Pack - WebSphere Application Server supports High Performance Extensible Logging, a new logging technology available in IBM WebSphere Application Server V8, or later.
• z/OS Log Forwarder now provides a configuration assistant that can help simplify the end-to-end configuration of IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs. The configuration assistant offers a user interface designed to be intuitive and which is integrated into IBM Interactive System Productivity Facility (ISPF) for z/OS.
• The z/OS Log Forwarder now supports Job Entry Subsystem 3 (JES3) in addition to Job Entry Subsystem 2 (JES2).
• The z/OS Log Forwarder no longer requires System Display and Search Facility (SDSF) for z/OS.
• Provides platform support that runs on Linux™ on System z.

### Key prerequisites

For details, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

### Planned availability date

- September 12, 2014

Refer to the [Availability of national languages](#) section for national language availability.

### Description

Explosion in big data led by mobile data volumes sees global business caught off guard and trying to cope with short-term fixes. When a problem occurs in business operations, the source often lies in the IT infrastructure that supports the function. Subject matter experts are overwhelmed with volumes of data that contain rich information buried in piles of distracting data from multiple systems and applications. They need to manually parse, correlate, and attempt to understand the cause, location, and scope of a problem. You know it is there but you just cannot find it or it consumes significant time to find it.

IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs can address this challenge with log analysis capabilities that allow you to index, search, and analyze structured and unstructured data across IBM System z and distributed environments from a single interface. Version 1.2 capabilities have been extended to provide domain insights for IBM CICS Transaction Server for z/OS, IBM Information Management System (IMS™), and IBM WebSphere MQ for z/OS. With its new configuration assistant, IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs can help application owners, application developers, and subject matter experts alike to benefit from its capabilities and to accelerate problem isolation and problem repair.

### Value Unit-based pricing

Value Unit pricing for eligible IBM System z IBM International Program License Agreement (IPLA) programs enables a lower cost of incremental growth and enterprise aggregation. Each System z IPLA product with Value Unit pricing has a single price per Value Unit and a conversion matrix, called Value Unit Exhibit, for converting from some designated measurement to Value Units. Most commonly, Millions of Service Units (MSUs) is the measurement designated by IBM to be converted to Value Units. Some other measurements are engines or messages. Since MSUs are the most common measurement, that measurement will be used for the remainder of this description.

Value Unit pricing offers price benefits for you. For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the **required license capacity**. Each of the various Value Unit Exhibits stipulate that the larger your required license capacity, the fewer Value Units per MSU you will need. Value Unit Exhibits are uniquely identified by a three digit code and referred to using the nomenclature VUExxx, where xxx is the three digit code.

Subsequent acquisitions of Value Unit priced programs offer additional price benefits. The quantity of each System z IPLA program that you have acquired is referred to as **entitled license capacity**. If you wish to grow your entitled license capacity for a
System z IPLA program, the calculation to determine additional needed Value Units is based upon the number of Value Units already acquired.

For each System z IPLA program with Value Unit pricing, you should:

- Determine the required license capacity, in MSUs
- Aggregate the MSUs across the enterprise
- Convert the total MSUs to Value Units, using the applicable Value Unit Exhibit
- Multiply the price per Value Unit by the total number of Value Units to determine the total cost

To simplify conversion from the designated measurement to Value Units or vice-versa, use the Value Unit Converter Tool. For additional information or to obtain a copy of the Value Unit Converter Tool, visit the Value Unit Converter Tool website http://ibm.com/zseries/swprice/vuctool

Note that Value Units of a given product cannot be exchanged, interchanged, or aggregated with Value Units of another product.

To determine the required license capacity for the System z IPLA program you selected, refer to the Terms and conditions section.

### Availability of national languages

IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs is available in English only.

### Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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</thead>
<tbody>
<tr>
<td>5698-ARA</td>
<td>1.2.0</td>
<td>IBM SmartCloud Analytics - Log Analysis z/OS -</td>
</tr>
<tr>
<td></td>
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<td>Insight Packs - SYSLOG</td>
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### Product identification number

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<td>5698-ARB</td>
</tr>
<tr>
<td>5698-AAB</td>
<td>5698-AAC</td>
</tr>
</tbody>
</table>

### Education support

Comprehensive education for IBM Tivoli® products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit http://www-306.ibm.com/software/tivoli/education/
Offering Information

Product information is available via the Offering Information website

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

Publications

No publications will be shipped with this product.

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 U.S.) or customer number for 20 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.

Technical information

Specified operating environment

Hardware requirements

Each SmartCloud Analytics - Log Analysis z/OS Insight Pack program package consists of two components:

1. z/OS Log Forwarder that is installed on the required z/OS LPARs where the necessary logs are to be collected and forwarded (to the server).
   Minimum IBM System z requirements:
   - Any IBM System z configuration with sufficient storage that supports IBM z/OS V1.13, or later
   2. Insight Packs to manage the necessary z/OS log type that is installed on IBM SmartCloud Analytics - Log Analysis (server) to provide the standard domain knowledge and search capability for the logs.

For IBM SmartCloud Analytics - Log Analysis (server) hardware requirements, Refer to Software Announcement ZP14-0043, dated February 18, 2014.

Note: The hardware requirements may vary according to the volume of data ingested or managed by the program. Refer to the IBM SmartCloud Analytics - Log Analysis V1.2 documentation for further details and updates about hardware requirements.

Software requirements

z/OS Log Forwarder requirements

- IBM z/OS V1.13, or later
- IBM Java™ V1.6, or later
- Any supported version of IBM DB2® or IBM CICS, IBM WebSphere MQ for z/OS, and Information Management System for z/OS (if using Log Analysis z/OS Insight Pack - SYSLOG)*
- IBM WebSphere Application Server for z/OS V7.0, or later (if using Log Analysis z/OS Insight Pack - WebSphere Application Server) *
IBM SmartCloud Analytics - Log Analysis (server) requirements

- Red Hat Enterprise Linux (RHEL) 5.x 64 bit, or RHEL 6.x 64 bit, or SUSE Linux Enterprise Server (SLES) 11 64 bit on System x® or System z
- Mozilla Firefox Extended Support Release 17 or 24, or Internet Explorer V10 or V11, or Google Chrome V27
- Perl V5.8.8, or later
- Python V2.4.3, V2.6.6, V2.6.7, or V2.6.8
- 32-bit and 64-bit compat-libstdc++ and libstdc++ libraries

* The software requirements may vary depending on your specific configuration. Refer to the IBM SmartCloud Analytics - Log Analysis z/OS V1.2 documentation for further details and updates about System x requirements.

**Important:** SmartCloud Analytics - Log Analysis z/OS Insight Packs operates in conjunction with SmartCloud Analytics - Log Analysis (server). The program includes SmartCloud Analytics - Log Analysis (server) under a limited use license. (Refer to the license details for further information.) Additional license can be purchased separately from IBM. If you already have SmartCloud Analytics - Log Analysis (server) in your environment, you can continue to use it instead, in conjunction with SmartCloud Analytics - Log Analysis z/OS Insight Packs, to manage your z/OS related logs.

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.

**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/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

**Planning information**

**Packaging**

There are two distinct programs under IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs:

- Log Analysis z/OS Insight Pack - WebSphere Application Server to manage only WebSphere Application Server on z/OS logs.
- Log Analysis z/OS Insight Pack - SYSLOG to manage DB2, CICS, IMS, and MQ logs

Note: In this release, Log Analysis z/OS Insight Pack - SYSLOG contains standard domain knowledge for DB2, CICS, IMS, and MQ log data.
Each SmartCloud Analytics - Log Analysis z/OS Insight Pack program package consists of two components:

- z/OS Log Forwarder that is installed on the required z/OS LPARs where the necessary logs are to be collected and forwarded (to server).
- Insight Packs to manage the necessary z/OS log type that is installed on the IBM SmartCloud Analytics - Log Analysis server to provide the standard domain knowledge for the logs.

**Important:** SmartCloud Analytics - Log Analysis z/OS Insight Packs operates in conjunction with SmartCloud Analytics - Log Analysis (server). The program includes SmartCloud Analytics - Log Analysis (server) under a limited use license. (Refer to the license details for further information.) Additional entitlements can be purchased separately from IBM. If you already have SmartCloud Analytics - Log Analysis (server) in your environment, you can continue to use it instead, in conjunction with the z/OS Insight Packs, to manage your z/OS log data.

IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
  - IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - SYSLOG: (L-VBSD-9KCD2)
  - IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - IBM WebSphere Application Server: (L-VBSD-9KCDAA)
- Media
- Publications (refer to the Publications section)

**Security, auditability, and control**

IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs uses the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

**Global Technology Services®**

Contact your IBM representative 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.

**Licensing metric definitions and pricing examples**

IBM Tivoli software products are priced using IBM Tivoli's Enhanced Value-Based Pricing. The Enhanced Value-Based Pricing system is based upon the IBM Tivoli Environment-Managed Licensing Model, which uses a managed-environment approach -- whereby price is determined by what is managed rather than the number and type of product components installed. For example, all servers monitored with IBM Tivoli’s monitoring product (IBM Tivoli Monitoring) require entitlements sufficient for those servers. Other Tivoli products may manage clients, client devices, agents, network nodes, users, or other items, and are licensed and priced accordingly.

Unlike typical systems management licensing models that require entitlements of specific software components to specific systems, the IBM Tivoli Environment-Managed Licensing Model provides the customer flexibility to deploy its IBM Tivoli software products within its environment in a manner that can address and respond to the customer's evolving architecture. That is, as the architecture of a customer's environment changes, the customer's implementation of IBM Tivoli software can be
altered, as needed, without affecting the customer’s license requirements (as long as the customer does not exceed its entitlements to the software).

Under Enhanced Value-Based Pricing, licensing and pricing of server-oriented applications are determined based upon the server’s use in the customer’s environment. Typically, such applications are licensed and priced in a manner that corresponds to each installed and activated processor of the server managed by the IBM Tivoli application to help correlate price to value while offering a simple solution.

Where a server is physically partitioned, this approach is modified. This partitioning technique is the approach used with systems that have either multiple cards or multiple frames, each of which can be configured independently. For servers capable of physical partitioning (for example, IBM System p® Scalable POWERparallel Systems® servers, Sun Ultra servers, and HP Superdome servers), an entitlement is required for each processor in the physical partition being managed by the Tivoli application. For example, assume that a server has 24 processors installed in aggregate. If this server is not partitioned, entitlements are required for all 24 processors. If, however, it is physically partitioned into three partitions, each containing eight processors, and Tivoli products were managing only one of the three partitions, then entitlements would be required for the eight processors on the physical partition managed by the IBM Tivoli application.

For servers with virtual or logical partitions, entitlements are required for all installed and activated processors on the server. For each IBM Tivoli application managing a clustered environment, licensing is based on the cumulative number of installed and activated processors on each server in the cluster. Where the cluster includes physically partitioned servers, the considerations described above concerning physically partitioned servers apply as well.

Enhanced Value-Based Pricing recognizes the convergence of RISC and UNIX™, and Microsoft™ Windows™ and Intel™ technologies, in order to simplify your licensing requirements, and to provide a smoother, more scalable model. Pricing and licensing does not differentiate between non-System z server platforms or operating systems. For some products, this platform neutrality extends to System z and other host servers as well.

**Licensing metric definitions**

**Engine**

An engine is also referred to as a central processor (CP) or processor. Engines for traditional workloads are called General Purpose CPs. Engines for Linux workloads are called Integrated Facility for Linux (IFL) engines or Linux-only engines. Engines for Coupling Facility workloads are called ICF engines.

**IBM Integrated Facility for Linux (IFL)**

This optional facility enables additional processing capacity exclusively for Linux workload, with no effect on the model designation of a System z or OS/390® server. Consequently, executing Linux workload on the IBM IFL will not, in most cases, result in any increased IBM software charges for z/OS, OS/390, VM, VSE, or TPF operating systems and applications. There is, as indicated, a charge associated with the IFL, and there may also be a charge for applications which run on the IFL.

The IFL may be dedicated to a single Linux-mode logical partition or it may be shared by multiple Linux-mode logical partitions. Installations should note that the Linux workspace enabled by this facility will not support any of the traditional S/390® operating systems (OS/390, TPF, VSE, or VM). Only Linux applications or Linux operating in conjunction with the Virtual Image Facility, an environment that operates within a logical partition or in native S/390 mode and provides the capability to create multiple Linux images, are supported by IBM S/390 IFL. Millions of Service Units (MSUs)

MSU is defined as millions of CPU service units per hour, which is the measure of capacity used to describe the computing power of the hardware processors on which
S/390 or System z software runs. Processor MSU values are determined by the hardware vendor, IBM, or Software Compatible Vendors (SCVs).

For more detailed information about System z software pricing, visit

http://www-03.ibm.com/systems/z/resources/swprice/

Partitions

A server's resources (CPU, memory, I/O, interconnects, and buses) may be divided according to the needs of the applications running on the server. This partitioning can be implemented with physical boundaries (physical partitions) or logical boundaries (logical partitions). Physical partitions are defined by a collection of processors dedicated to a workload and can be used with systems that have either multiple cards or multiple frames, each of which can be configured independently. In this method, the partitions are divided along hardware boundaries and processors, and the I/O boards, memory, and interconnects are not shared.

Logical partitions are defined by software rather than hardware and allocate a pool of processing resources to a collection of workloads. These partitions, while separated by software boundaries, share hardware components and run in one or more physical partitions.

Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm and hot. In cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, the customer needs to acquire other license or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's control, even if running at another enterprise's location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes.

**Cold:** A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.

**Warm:** A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

**Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switch over between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high availability environment by using various techniques (for example, duplexing, mirroring of files, or transactions, maintaining a heartbeat, active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

Value Unit

A Value Unit is a pricing charge metric for program license entitlements, which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used...
designated measurements are processor cores and MSUs. However, for select programs, there are other designated measurements such as servers, users, client devices, and messages. The number of Value Unit entitlements required for your specific implementation of the given program must be obtained from a conversion table associated with the program. You must obtain a PoE for the appropriate number of Value Unit entitlements for your implementation. The Value Unit entitlements of a given program cannot be exchanged, interchanged, or aggregated with Value Unit entitlements of another program. Whenever the designated measurement is a processor core, not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage® website

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

User Value Units

A user Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Refer to the Value Units definition. Users is a descriptive of one of the Value Unit charge metrics.

Product and licensing websites

A complete list of IBM Tivoli products is available at

http://www.ibm.com/software/tivoli

IBM Tivoli product licensing documents are available at


IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs pricing examples (MSU-based)

IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs programs use System z IPLA licensing, which means you have a one-time charge (OTC) and an (optional) annual maintenance charge, called Subscription & Support (S&S). The following descriptions are used for System z IPLA licensing of SmartCloud Analytics - Log Analysis z/OS Insight Packs programs: execution-based and sub-capacity eligible.

For customers with full capacity terms, execution-based means that the required license capacity of the program equals the MSU rated capacity of the machine where the program is running. For customers with sub-capacity terms, execution-based means that the required license capacity of the program equals the capacity of the LPAR where the program is running.

The pricing metric for IPLA software on the mainframe is the Value Unit. Value Unit pricing is based upon MSUs for IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs.

IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs is based on value slope VUE007. It is separately priced in addition to IBM SmartCloud Analytics - Log Analysis V1.2 (server).

The following examples are provided to illustrate your licensing requirements.

All products in this example employ value slope VUE007 (VUE = Value Unit Exhibit). If the client has installed 1,500 MSUs, the applicable number of Value Units is:

<table>
<thead>
<tr>
<th>MSUs</th>
<th>Value Units / MSU</th>
<th>Value Units</th>
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</thead>
<tbody>
<tr>
<td>Base</td>
<td>3</td>
<td>3.00</td>
</tr>
<tr>
<td>Tier A</td>
<td>42</td>
<td>18.90</td>
</tr>
<tr>
<td>Tier B</td>
<td>130</td>
<td>46.80</td>
</tr>
<tr>
<td>Tier C</td>
<td>140</td>
<td>37.80</td>
</tr>
<tr>
<td>Tier D</td>
<td>1,185</td>
<td>237.00</td>
</tr>
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</table>
When calculating the total number of Value Units, the sum is rounded up to the next integer. In this example, you need to license 344 Value Units.

Value Units for non MSU-based S/390 processors:

<table>
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<tr>
<th>System</th>
<th>Value Units/System</th>
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<tbody>
<tr>
<td>MP3000 H30</td>
<td>6</td>
</tr>
<tr>
<td>MP3000 H50</td>
<td>8</td>
</tr>
<tr>
<td>MP3000 H70</td>
<td>12</td>
</tr>
<tr>
<td>ESL Models</td>
<td>2</td>
</tr>
</tbody>
</table>

Value Units for IBM 9672 processors are based on the full capacity of these systems. This is applicable to all System z systems measured on MSU capacity. Information on MSU capacities can be found in the IBM System/370, System/390® and zSeries Machine Exhibit, (Z125-3901).

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 U.S. 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 via the traditional IBM ordering process. For more details and availability, visit the ShopzSeries website at


Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

<table>
<thead>
<tr>
<th>Media pack description</th>
<th>Part number</th>
</tr>
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<tbody>
<tr>
<td>IBM SmartCloud Application Performance Entry Edition</td>
<td>BJ12YML</td>
</tr>
<tr>
<td>VM V7.6 Multiplatform, ML Media Pack</td>
<td></td>
</tr>
</tbody>
</table>

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for 5698-ARA MSU-based System z offerings:

<table>
<thead>
<tr>
<th>Translation from MSUs to Value Units</th>
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<tbody>
<tr>
<td>Base From 1 to 3 MSUs,</td>
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<tr>
<td>1.00 VUs per MSU</td>
</tr>
<tr>
<td>Tier A From 4 to 45 MSUs, 3 VUs plus 0.15 VUs per MSU above 3</td>
</tr>
<tr>
<td>Tier B From 46 to 175 MSUs, 10 VUs plus 0.08 VUs per MSU above 45</td>
</tr>
<tr>
<td>Tier C From 176 to 315 MSUs, 20 VUs plus 0.04 VUs per MSU above 175</td>
</tr>
<tr>
<td>Tier D From 316+ MSUs, 26 VUs plus 0.03 VUs per MSU above 315</td>
</tr>
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</table>
To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

Program name: IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - SYSLOG V1.2
Program PID: 5698-ARA

<table>
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<td>S017H07</td>
<td>IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - SYSLOG</td>
<td>Basic OTC, per Value Unit Basic OTC, per MSU-day TUC</td>
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Program name: IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - WebSphere Application Server V1.2
Program PID: 5698-AAB

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<td>IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - WebSphere Application Server</td>
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Program name: IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - SYSLOG S&S Subscription and Support PID: 5698-ARB

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<th>Description</th>
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<tbody>
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<td>S017H0F</td>
<td>IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - SYSLOG S&amp;S</td>
<td>Basic MSC, per Value Unit SW S&amp;S No charge, decline SW S&amp;S Per MSU SW S&amp;S Registration</td>
</tr>
</tbody>
</table>

Program name: IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - WebSphere Application Server S&S Subscription and Support PID: 5698-AAC

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<th>Entitlement identifier</th>
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<tr>
<td>S017H0J</td>
<td>IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - WebSphere Application Server S&amp;S</td>
<td>Basic MSC, per Value Unit SW S&amp;S No charge, decline SW S&amp;S Per MSU SW S&amp;S Registration</td>
</tr>
</tbody>
</table>

Subscription and Support

Subscription and Support must be ordered to receive voice technical support via telephone during normal business hours, and future releases and versions, at no additional charge. The capacity of Subscription and Support (for example, Value Units or number of processors) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program product number and the appropriate license or charge option.
IBM is also providing Subscription and Support for the product, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Software Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products. When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by you.

When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by you.

**Customized Offerings**

Product deliverables are shipped only via CBPDO, ServerPac, SystemPac, FunctionPac, and ProductPac®.

All of these customized offerings are offered for Internet delivery in countries where Shopz product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the Shopz help information at


You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD, the supported tape delivery options include:

- 3590
- 3592

Most products can be ordered in ServerPac, SystemPac, FunctionPac, and ProductPac the month following their availability in CBPDO. z/OS can be ordered via CBPDO, ServerPac, and SystemPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem. Shopz and CFS W will determine the eligibility based on product requisite checking. For more details on the product ServerPac, visit the Help section on the Shopz website at


For additional information on the Product ServerPac option, refer to Software Announcement ZP12-0358, dated July 31, 2012.

Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.
- SystemPac, FunctionPac and ProductPac shipments will begin four weeks after general availability due to additional customization, and data input verification.

**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
IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

Agreement for Acquisition of Software Maintenance
The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

IBM System z Operational Support Services - SoftwareXcel is an option if you desire added services.

License Information number
- IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - SYSLOG: (L-VBSD-9KCDC2)
- IBM SmartCloud Analytics - Log Analysis z/OS Insight Packs - IBM WebSphere Application Server: (L-VBSD-9KCDAA)

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


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).

Program support
Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as
support is in effect. You will be notified of discontinuance of support with 12 months' notice.

**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 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.

**Other terms**

**Volume orders (IVO)**

No

**IBM International Passport Advantage Agreement**

Passport Advantage applies

No

**Software Subscription and Support applies**

Yes. All distributed software licenses include Software Subscription and Support (also referred to as Software Maintenance) for a period of 12 months from the date of acquisition, providing a streamlined way to acquire IBM software and assure technical support coverage for all licenses. Extending coverage for a total of three years from date of acquisition may be elected.

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, every day of the year. 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 this agreement.

For more information about the Passport Advantage Agreement, visit the Passport Advantage website at

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

**System i® Software Maintenance applies**

No

**Variable charges apply**

No
**Educational allowance available**

Yes. When ordering through the program number process, a 15% education allowance applies to qualified education institution customers.

Education Software Allowance Program applies when ordering through the program number process.

**ESAP available**

Yes, to qualified customers.

**Sub-capacity terms and conditions**

For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the required license capacity. Your required license capacity is based upon the following factors:

- The System z IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full capacity or sub-capacity

For more information on the Value Unit Exhibit for the System z IPLA program you selected, refer to the Ordering information section.

<table>
<thead>
<tr>
<th>Program number</th>
<th>Program name</th>
<th>Terms</th>
<th>Parent, if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-ARA</td>
<td>IBM SmartCloud Analytics - Execution-based Log Analysis z/OS - Insight Packs - SYSLOG</td>
<td>Execution-based</td>
<td></td>
</tr>
<tr>
<td>5698-AAB</td>
<td>IBM SmartCloud Analytics - Execution-based Log Analysis z/OS - Insight Packs - IBM WebSphere Application Server</td>
<td>Execution-based</td>
<td></td>
</tr>
</tbody>
</table>

**Full-capacity mainframes**

In cases where full capacity is applicable, the following terms apply.

Execution based, z/OS based, full machine based: The required capacity of a System z IPLA program with these terms equals the MSU-rated capacity of the machines where the System z IPLA program executes.

For more information on mainframe MSU-rated capacities, visit


Reference based: The required license capacity of a System z IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

**Sub-capacity mainframes**

In cases where sub-capacity is applicable, the following terms apply.

Execution based: The required capacity of a System z IPLA sub-capacity program with these terms equals the capacity of the LPARs where the System z IPLA program executes.
z/OS based: The required license capacity of a System z IPLA program with these terms equals the license capacity of z/OS on the machines where the System z IPLA program executes.

Reference based: The required license capacity of a System z IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

Full machine based: The required license capacity of a System z IPLA program with full machine based terms equals the MSU-rated capacity of the machines where the System z IPLA program executes.

For more information on mainframe MSU-rated capacities, refer to The IBM System z Machines Exhibit, Z125-3901, or visit the Mainframes section of the System z Exhibits website.

http://ibm.com/zseries/library/swpriceinfo/

For additional information for products with reference-based terms, System z IPLA sub-capacity programs with reference-based terms adds value to the parent program across the environment, regardless of where in the environment the System z IPLA program executes.

An environment is defined as either a single or stand-alone machine or a qualified Parallel Sysplex®. You may have one or more different environments across the enterprise. To determine the required license capacity for each System z IPLA program with referenced-based terms, each environment should be assessed separately.

When a System z IPLA sub-capacity program with reference-based terms is used in a qualified Parallel Sysplex environment, the required license capacity of the System z IPLA program must equal with the license capacity of the parent program across the Parallel Sysplex. Qualified Parallel Sysplex refers to one:

- Where MLC pricing is aggregated across the sysplex

**Sub-capacity eligibility**

To be eligible for sub-capacity charging on select System z IPLA programs, you must first implement and comply with all terms of either sub-capacity Workload License Charges (WLC) or sub-capacity Entry Workload License Charges (EWLC). To implement sub-capacity WLC or EWLC, a machine must be System z (or equivalent). On that machine:

- All instances of the OS/390 operating system must be migrated to the z/OS operating systems.
- Any licenses for the OS/390 operating system must be discontinued.
- All instances of the z/OS operating systems must be running in z/Architecture® (64-bit) mode.

For that machine, you must create and submit a Sub-Capacity Report to IBM each month. Sub-Capacity Reports must be generated using the Sub-Capacity Reporting Tool (SCRT). For additional information or to obtain a copy of SCRT, visit the System z Software Pricing website

http://ibm.com/zseries/swprice

You must comply with all of the terms of the WLC or EWLC offering, whichever is applicable:

- The complete terms and conditions of sub-capacity WLC are defined in the IBM Customer Agreement - Attachment for System z Workload License Charges (Z125-6516).
Sub-capacity utilization determination

Sub-capacity utilization is determined based on the product's own execution as reported to IBM in accordance with the requirements for reporting sub-capacity utilization for products.

On/Off Capacity on Demand (CoD)

To be eligible for On/Off CoD pricing, you must be enabled for temporary capacity on the corresponding hardware, and the required contract, Attachment for IBM System z On/Off Capacity on Demand (Z125-7883) must be signed prior to use.

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 via 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 local charges, contact your IBM representative.
**Announcement countries**

All European, Middle Eastern, and African countries except Iran, Sudan (not the Republic of South Sudan), and Syria.

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